



Recruitment Pack

Technical Officer – Stock Investment

August 2019

Loreburn Housing Association Limited
Huntingdon 27 Moffat Road DUMFRIES DG1 1NN
Tel 01387 321300

www.Loreburn.org.uk

Loreburn Housing Association Limited is a registered Scottish Charity No SC029917

August 2019



Dear Applicant

Technical Officer – Stock Investment
35 hours per week, Monday – Friday
Location: Dumfries

Thank you for your interest in the role of Technical Officer – Stock Investment at Loreburn Housing Association.

Working at Loreburn is more than just a job! You'll get to ...

- Contribute to creating GREAT Places to live.
- Create a dynamic, fun and ever-changing work environment.
- Enjoy an informal, non-bureaucratic fun and productive workplace.
- Support customer engagement
- Enjoy a wide range of benefits including personal healthcare, flexible working, a relaxed working environment which allows for dress down Friday, 35 days Holiday and many more.
- Join a progressive, fast paced and modern Housing Association that aspires to be the best in Scotland and who hold triple Investor in People Awards

Key aspects of the post are ...

- To provide support to the Assistant Asset Manager Stock Investment in providing an exceptional Planned Maintenance service.
- To supervise contracts, professional consultants, specialists and contractors, ensuring projects are completed in the most efficient way in accordance with the contract documentation, KPIs performance, and technical and performance specifications.
- To support the team in delivering the asset management strategy with Great Values, innovation, excellent customer service and high levels of satisfaction.

We are looking for an individual who:-

- Is qualified to a minimum HNC level of a construction related discipline or equivalent relevant practical experience (MRICS/MCIOB/CIHM or equivalent preferred)
- Has experience (3 years +) of working in property services in social housing and/or the private sector
- Has good organisational/time management skills and the ability to work calmly and professionally under pressure.

For an informal discussion and more information about the post contact Andrew Jones, Assistant Asset Manager (Stock Investment) on 01387 321360.

Enclosed is the information you will require to assist you in completing your application.

To apply please can you:

- Complete the Application Form
- Complete Equal Opportunities Monitoring Form
- Indicate on the Application Form if you cannot attend any of the interview dates.

Please note that applications can only be considered if all the above documentation is completed.

It is not mandatory to complete the Equal Opportunities Monitoring Form. The information requested is for monitoring purposes in line with our commitment to equality and diversity and will not affect the outcome of your application.

Once complete, please send your application, preferably in MS Word format, by email to Recruitment@Loreburn.org.uk

The closing date for completed applications is **Friday 30th August 2019 at 9am**. Any applications received after this time cannot be considered.

Interviews are scheduled to take place on Thursday 12th September 2019.

It is your responsibility to ensure that we have received your application. If you do not receive confirmation of receipt of your application from us within 24 hours of sending, please call 01387 321300 and ask to speak to the OD/HR team to ensure it has arrived. You should also ensure that you use a secure email address from which to send your application, as our system will filter out emails if it believes them to have been sent from unsecured sites that are often used to send spam emails. In order to avoid last minute IT issues, we also ask that you allow yourself ample time to submit your application in advance of the deadline.

Unsuccessful applicants will be notified in writing.

We look forward to hearing from you.

Yours faithfully

Shelley Meechan
HR People & Culture Assistant



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Welcome

Launched in 1982, Loreburn now owns around 2,500 properties located throughout Dumfries & Galloway, from Langholm in the east to Stranraer in the west, with many developments in the rural communities of the Region. We operate in one of the most beautiful areas of Scotland and our Vision is to *Create Great Places to Live*.

Loreburn has been providing both housing and support since it was formed in 1982. We employ around 100 members of staff, with office bases in Dumfries and Stranraer. Our Chief Executive, Lorraine Usher, joined us in March 2015 and since then we have undergone a full strategic review. With a refreshed vision, mission and strategic objectives we restructured our business in the autumn of 2015 and in spring 2016 the new Loreburn was launched. We also have a small subsidiary named D&G Homes.

Loreburn is led by a Management Committee of committed volunteers who work collaboratively with the Executive Management Team to shape a business that can deliver great results for our customers. We hold Investors in People Gold and we are keen to build on our success and continue to develop our enthusiastic and energised employees.

Our vision is to *Create Great Places to Live* with a mission of working together to achieve that. Our strategic priorities are:

- Great Homes
- Great Services
- Great People
- Great Communities

We are ambitious for our business and looking for an exceptionally talented individual to join us as a **TECHNICAL OFFICER - STOCK INVESTMENT**. If you believe you have the skills and values to contribute to our business, then please continue reading.

Good Luck with your application.

From,

Everyone at Loreburn

Create Great Places to Live

Our vision is to Create Great Place to Live and our five-year Corporate Plan will help us build an organisation which delivers. We are committed to investing in the future by maximising the development of new properties, maintaining homes to a high standard and improving services to our customers. With a business savvy approach coupled with a community commitment we provide homes and services that make a real difference to the lives of our customers. With a commitment to remain true to the communities we serve and a purpose of providing good quality, safe homes the ambitions set out in our five-year Corporate Plan will help us to demonstrate success

Great Homes

Offering quality homes that are affordable to our customers

Great Services

Delivering service that people want in a way that exceeds their expectations.

Great People

Attracting high performing, energised staff who are proud to live our values and serve our customers

Great Communities

Promoting health and prosperity and investing in ways that enable thriving communities

Strategic Priorities



Great Homes



Great People



Great Services



Great Communities

GREAT Values



Loreburn is an exceptional place to work and attracts, develops and retains talented staff. Even with the most talented staff we must hold ourselves to account and our vision and values help us accomplish our goals.

Alongside our values we are committed to employing the right people, delivering good governance, creating a robust infrastructure and making best use of our assets to ensure we Create Great Places to Live.

Growth Mindset

We strive to be the best and continue to learn, grow and change to achieve it.

Respect

We care about all that we do and how we do it.

Entrepreneurial thinking

We try new things and open our eyes to new ideas and ways of working.

Accountable

We are responsible for what, when and how we do things.

Together

We deliver our best results when we work as a team.



Management Committee

- Russell Brown Convener
- Peter Ward Vice-Convener
- Mike Jones Secretary
- Derek Rodgers
- John McNaught
- Maureen Farrell
- Robin Wishart
- Jane Connechen
- Brian Pattinson
- Rachel Reekie

Executive Management Team

- Chief Executive Lorraine Usher
- Director of Housing Services Sue Irving
- Director of Finance Gary Alison
- Director of Property and Development Lindsay Lauder

Management Team

- Project Manager Joanne Gordon
- Head of Housing Phillip Morrison-Gale
- Head of Asset Management Bettina Hoppe (Interim)
- Head of Improvement & Innovation Moira Charters
- Head of ICT Simon Macdonald
- Head of People & Culture Elkie Astley
- Head of Governance & Assurance Becky Wilson
- Head of Development Graham Robertson
- Head of In-House Repairs Stuart MacKay

Technical Officer – Stock Investment

35 Hours Per Week

Monday - Friday

Salary Band F (£26,640.59 - £33,526.81)



Role Profile

Technical Officer Stock Investment

Reporting to: Assistant Asset Manager Stock Investment

Salary band: F

Scope of work: Delivery of Planned programmes, supporting the procurement of contracts and contract management.

The post carries budgetary responsibility but no line management responsibility.

Deputise for the Assistant Asset Manager Stock Investment as necessary

Purpose of job

- Provide support to the Assistant Asset Manager Stock Investment in providing an exceptional Planned maintenance service.
- To supervise contracts, professional consultants, specialists and contractors, ensuring projects are completed in the most efficient way in accordance with the contract documentation, KPIs performance, and technical and performance specifications.
- To support the team in delivering the asset management strategy with Great Values, innovation, excellent customer service and high levels of satisfaction.
- Be willing to take on responsibilities and any addition challenges with a 'can do' attitude.
- Assist in other areas of Asset Management when required.

Duties and responsibilities

1.0 Programme Delivery

- 1.1 Have experience in all relevant legislation, Planning/Building Standards regulations and good practice in respect of Planned Activities. Areas include Grounds Maintenance, Cyclical Decoration, Planned Maintenance as well as having knowledge of SHQS, EESSH and component replacements.
- 1.2 Progress Planned programmes / projects from inception to the end of the Defects Liability Period and beyond, ensuring assets are maintained appropriately and are statutorily compliant.
- 1.3 Support procurement and appointment of Contractors, Consultants and Specialists as appropriate, in accordance with the Procurement Strategy and the Asset Strategy, observing the Financial Regulations and the relevant Asset Policies.
- 1.4 Procure professional / specialist / architectural services to support the requirement for estimates, specifications, tender documentation, and specification to support the procurement and delivery of the programmes of planned and cyclical works.
- 1.5 Adjust specifications and schedules of work as necessary once on site, ensuring an appropriate audit trail is kept and that all changes are effectively communicated
- 1.6 Proactively identify and manage all types of risk in relation to aspects of delivery that may impact on the successful outcomes of planned works programmes, escalating to the Assistant Asset Manager / Head of Asset Management as necessary.
- 1.7 Monitor the completion of planned maintenance works and ensure the asset management database is regularly updated, to include life cycles / costings across the programmes, data gathered from stock condition surveys, estate inspections, improvement works, and cyclical activities.
- 1.8 Ensure all H&S obligations are fully complied with including the Construction (Design and Management) (CDM) Regulations.

2.0 Contract Management

- 2.1 Support the Assistant Asset Manager Stock Investment to develop procurement options for contractors, specialist contractors and consultants that ensure the delivery of high quality programmes of planned activities and exceptional customer satisfaction.
- 2.2 Maintain a professional working relationship with existing contractors and partners and network/develop new partnerships as appropriate.
- 2.3 Ensure the complete contract management of planned delegated programmes/projects, on time, to a high quality, prior to certifying works for payment, whilst ensuring commercial risks and variations are raised and managed in a timely and professional manner.

- 2.4 Ensure clear contractual performance measures are in place, Coordinate the overall contract management of planned programmes. Programmes must be completed on time and to a very high standard. Contractor/consultant performance and response levels shall be effectively managed; Escalations process should be followed if performance outcomes are not met.
- 2.5 Monitor the performance and service of suppliers and contractors through site visits, inspections, regular operational meetings and key performance data and where necessary challenge sub standard performance and make recommendations for corrective actions on complex matters to the Assistant Asset Manager Stock Investment
- 2.6 Ensure all contract management and administration for suppliers, contractors, specialists and consultants is carried out in a compliant and timely way with performance reviews, reports and meetings clearly documented and recorded.

3.0 Consultation and Involvement

- 3.1 Ensure customers are positively informed, consulted and engaged in respect of planned works programmes. Use a range of opportunities, including attending residents meetings where required, to ensure positive consultation and involvement, and offer choices where practicable.
- 3.2 Investigate all reports of customer dissatisfaction including complaints and take timely and appropriate action to resolve the issue of concern for the customer. Coordinate the resolution of complaints and support the recycling of learnings back in to the Asset Strategy, respective policies and working practices.
- 3.3 Make an effective contribution to meeting both targets and customer expectations and meets KPIs
- 3.4 Contribute to the delivery of an on-going quality assurance programme utilising constructive customer feedback.
- 3.5 Meet the legal and policy requirements for consultation with service charge customers, including shared owners and leaseholders where appropriate)
- 3.7 Support the resolution of disrepair and insurance claims relating to property condition and alleged service failure, ensuring these are resolved successfully and that any legal or regulatory risk is minimised.

4.0 Financial

- 4.1 Manage the budget for programmes/projects you have been delegated, approving expenditure, and accounting for cost variances, in accordance with the Financial Regulations, policy and strategy, utilising the QL software system
- 4.2 Collaborate with Assistant Asset Manager Stock Investment in the preparation of Planned budgets for inclusion in the annual budget with a clear rationale and justification for expenditure levels, delivering delegated programmes within appropriate timescales.

- 4.3 Collaborate with the Assistant Asset Manager Stock Investment and support the production of monthly management accounts, by providing forecasts of expenditure, accrual information and validate 'spend' figures.
- 4.4 Support the Assistant Asset Manager Stock Investment in monitoring the Planned budgets ensuring expenditure is controlled in accordance with the delegated budget, contract requirements, internal procedures.
- 4.5 Seek approvals for funding internally and from funding agencies as required, Identify and source additional external funding streams that enhance investment from Loreburn.
- 4.6 Liaise with relevant authorities on all necessary approvals for Planned projects
- 4.7 Maintain and make the best use of benchmarking data on programme costs to routinely test whether value for money is being achieved, undertaking such action as required to improve productivity and value for money outcomes in the delivery of capital programmes, such as grounds maintenance and other services.
- 4.8 Provide adequate and timely information to the Service Charge Project Coordinator to allow consultation to be carried out, e.g. relevant specification, service level and cost information. Participate in customer meetings where required.

5.0 Reporting and Administration

- 5.1 Maintain up to date records of all project stages including pre start, design and development. Progress meetings of projects, development and programmes of work.
- 5.2 Support colleagues to produce reports to the Asset Manager / EMT / Management Committee / Board / other agencies, which may include :-
- performance of consultants and contractors,
 - procurement activities,
 - programme delivery
 - spend against budget,
 - forecasting,
 - Scottish Housing Quality Standard compliance(SHQS)
 - Energy Efficiency Standard for Social Housing (EESH) Compliance,
 - complaints
 - variations
 - ARC
- 5.3 Support colleagues in the preparation for Internal and External Audits.
- 5.5 Support the Assistant Asset Manager Stock Investment in the preparation and submission of annual returns to the Government.
- 5.5 Undertake administrative work relating to own duties to a high standard such as filing, reporting, typing, document scanning etc.
- 5.6 IT skills should be to a high standard.

6.0 Data Management.

- 6.1 Update the stock condition database to ensure information held is accurate and up to date, keeping accurate records for sequential, subsequent surveys.
- 6.2 Coordinate the commencement / completion of Planned activities as guided by Assistant Asset manager Stock Investment and ensure the asset management database is regularly updated.
- 6.3 Assist in the preparation of statistics, reports and information as may be required.

General

- To take responsibility for own continued personal development and update knowledge and skills, with support from Loreburn, to perform the role at an effective level.
- To positively implement and ensure compliance with policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- To provide the highest quality services incorporating best standards and practice, promoting Loreburn to its tenants, clients and customers.
- To respect the diverse backgrounds and needs of our customers and sensitively and when necessary adapt our approach accordingly.
- To act as a role model for Loreburn HA encouraging all employees to deliver a high-quality service, right first time, visibly demonstrating our GREAT values
- Take a proactive and key role in projects, including effective planning and monitoring of projects, managing risk, issues and benefits and contingency planning; in line with the annual planning process.
- To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services, actively supporting the migration away from spreadsheets towards the primary IT system (Aareon QL)
- Contribute to strategies, new initiatives, policies and procedures to meet the aims of the organisation
- Implement and monitor audit recommendations/action plans in accordance with agreed timescales.
- Work with colleagues in the management team to identify areas for quality assurance checks and service reviews.

Values and expected behaviours

Loreburn is an exceptional place to work and attracts, develops and retains talented staff. Even with the most talented staff we must hold ourselves to account and our vision and values help us accomplish our goals.

Alongside our values we are committed to employing the right people, delivering good governance, creating a robust infrastructure and making best use of our assets to ensure we Create Great Places to Live.

Person Specification

This section summarises the skills, knowledge and experience required for this role.

Skills, knowledge and experience	Essential	Desirable
<ul style="list-style-type: none"> Experience (3 years +)working in property services in social housing and/or the private sector 	<input type="radio"/>	
<ul style="list-style-type: none"> Experience of current building practices, CDM Regulations, SHQS,EESSH and British and European Standards. 	<input type="radio"/>	
<ul style="list-style-type: none"> Background in construction related discipline with prior experience of project delivery of planned/cyclical works programmes. 	<input type="radio"/>	
<ul style="list-style-type: none"> Practical knowledge and experience of planned and cyclical works, CDM, project management, stakeholder and contractor management across a variety of disciplines. 	<input type="radio"/>	
<ul style="list-style-type: none"> Experience of construction /refurbishment 	<input type="radio"/>	
<ul style="list-style-type: none"> Experience of procuring services and contractor management. 		<input type="radio"/>
<ul style="list-style-type: none"> Experience of delivering asset management programmes of work 	<input type="radio"/>	
<ul style="list-style-type: none"> Ability to interpret and extract info from a variety of sources creating well presented reports. 	<input type="radio"/>	
<ul style="list-style-type: none"> Financial and budget monitoring, management and reporting 	<input type="radio"/>	
<ul style="list-style-type: none"> Great negotiation, influencing and communication skills 	<input type="radio"/>	
<ul style="list-style-type: none"> Good organisational/time management skills and the ability to work calmly and professionally under pressure. 	<input type="radio"/>	
<ul style="list-style-type: none"> Experience of working to targets and deadlines 	<input type="radio"/>	
<ul style="list-style-type: none"> Evidence of working on own initiative within defined guidelines. 	<input type="radio"/>	
Qualifications and Education		
<ul style="list-style-type: none"> Educated to a good standard e.g. SVQ Level 3 / 4, HND or GCSE/O Level including Maths and English or the equivalent level of knowledge acquired from on-the-job training or experience. 		<input type="radio"/>
<ul style="list-style-type: none"> Qualified to a minimum HNC level of a construction related discipline or equivalent relevant practical experience MRICS/MCIOB/CIHM or equivalent preferred 	<input type="radio"/>	
SPECIFIC REQUIREMENTS FOR THE JOB		
A flexible approach to working hours and location is essential due to the nature of the work.		



Key Dates

Closing Date

Friday 30th August 2019 at 9am

Interviews

Thursday 12th September 2019

Loreburn reserve the right to undertake any required background checks on applicants to assess their suitability ahead of any offer of employment being made.