

## Job Profile and Person Specification

Job details			
<b>Job Title</b>	Head of Property Services		
<b>Section</b>	Senior Leadership Team		
<b>Report to</b>	Chief Executive Officer		
<b>Grade</b>	EVH 9 SM 11-14 (£ 73,556 to £78,844)		
<b>Hours of work</b>	35 per week (there is a requirement to work out-with office hours) Flexi time		
<b>Place of work</b>	Ralston House, Cyril Street, Paisley, PA1 1RW (Hybrid home-working arrangements are available).		
<b>Disclosure Level</b>	PVG	<b>Date Reviewed</b>	March 2026

Job Purpose
<ul style="list-style-type: none"> <li>• Leadership and direction for Property Services and the small Customer Service (contact) Team.</li> <li>• Member of the Senior Leadership Team (SLT) supporting the delivery of WHA.'s vision, values, business plan and objectives.</li> <li>• Ensure effective management and delivery of an excellent reactive, planned and cyclical repairs and maintenance service to fully comply with statutory and regulatory requirements and meet customer needs.</li> <li>• Responsible for the asset management strategy, Net Zero investment plans, stock database, investment plans, budgetary control related to all aspects of property and asset expenditure.</li> <li>• Manage key internal and external relationships on all matters relating to property.</li> <li>• Ensure delivery of an excellent customer contact service function.</li> <li>• Promote WHA and create and maintain strong external partnerships that bring in resources, share risk and enhance WHA's reputation.</li> </ul>

## Core Responsibilities

### Leadership and people

- Provide effective leadership that supports, inspires and motivates your teams.
- Through effective engagement strategies define core competencies, behaviours, and a common culture to support business goals.
- Promote staff development and digital working practices to support value for money and encourage innovation in all aspects of property and customer services.
- Lead on change management and maintain a culture of continuous improvement.
- Ensure accessible and effective oral and written communication is provided.

### Delivery and impact

- Ensure reactive maintenance, planned and cyclical programmes are planned and delivered on time and budget.
- Ensure ease of customer contact and excellent satisfaction is achieved through the Customer Services Team.
- Develop new Net Zero/Climate Change investment plans to support value, operating margin and customer satisfaction.
- Ensure that all relevant strategic and operational components of the Business Plan, including the Asset Management strategy, are delivered and fit for purpose.
- Ensure that the voice of customers is heard in the development and delivery of plans along with the ongoing scrutiny of performance and outcomes.
- Ability to switch between a planning and operational focus when required, to ensure business delivery continuity.

### Governance, Compliance and Control

- To maintain a stock condition database and investment plans; manage and direct procurement, partnering and delivery arrangements for planned and capital works contracts.
- Ensure continuing compliance with the SHQS and EESSH.
- Sign off property related statutory and regulatory undertakings, as appropriate.
- Be accountable for ensuring audit and scrutiny improvement plans are completed, key risks are identified and mitigated as appropriate, and that regulatory control is corporately managed.
- Ensure compliance with all internal control requirements related to budget setting, cash flow requirements, procurement and financial regulations.
- Ensure compliance with key policy and procedures in areas such as health and safety, equalities and diversity, General Data Protection Regulation (GDPR), code of conduct and all other statutory requirements.
- Provide facilities service for WHA's office ensuring all H&S standards are achieved.



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### Core Responsibilities

- Prepare and present regular reports for the governing body, keeping them apprised of performance against targets, new legislation and policy issues.
- Responsible for the Operations and Performance sub-committee, working with colleagues to ensure good governance is delivered and agendas and reports are high quality.
- Responsible for ensuring self-assessments and associated supporting evidence are regularly reviewed in your service areas to support the Assurance Statement.
- Effectively assess, manage and report on strategic and operational risks to support the association's risk management strategy.
- Work with regulators, internal and external auditors, and consultants to ensure compliance and continuous improvement.
- Ensure the accuracy of ARC reporting and that audit actions are reviewed and closed off in a timely manner.
- Ensure policies and procedures are compliant and reviewed, in line with expectations.

### Performance Management

- Develop and maintain a strong performance culture and commitment to customer satisfaction. Monitor performance to ensure the delivery of high quality, value for money services and assets.
- Respond to customer feedback, utilising it to influence strategy and delivery plans.

### General

- To attend and, where necessary, represent the Association at meetings with external organisations and individuals.
- Lead on option appraisals and tender returns, as required.
- To attend meetings of the Management Committee and any other designated Sub-Committees, as required.
- To undertake such additional activities as required for the post.
- To contribute to the general development and wider activities of the Association as a member of the staff team and to act at all times in the best interests of the Association.



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## Person Specification

**POST: Head of Property Services**

**DATE: March 2026**

<b>1.</b>	<b>Education and Experience</b>	<b>Essential</b>	<b>Desirable</b>
<b>1.1</b>	Qualified member of a relevant professional or technical body, for example CIOB, RICS, CIH.	*	
<b>1.2</b>	Substantial experience in housing property maintenance.	*	
<b>1.3</b>	Previous experience in the charitable or public sectors (preferably in social housing).		*
<b>1.4</b>	Experience of staff management at a senior level.	*	
<b>1.5</b>	Experience in managing customer-facing services.		*
<b>1.6</b>	Experience reporting to governing bodies.	*	
<b>1.7</b>	Health and Safety Management qualification.		*



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2.	Knowledge, Skills and Abilities	Essential	Desirable
2.1	In depth knowledge of legislation, standards and guidance related to the safe and effective maintenance of social housing properties.	*	
2.2	Excellent written and oral communication skills, able to communicate complex technical matters to non-technical experts.	*	
2.3	Effective communicator and leader with a proven ability to motivate and develop staff teams.	*	
2.4	Ability to analyse and produce appropriate performance monitoring information and to report to W.H.A.'s Management Committee.	*	
2.5	Ability to work on own initiative, prioritise workload, handle pressure and take day-to-day decisions on the running of the service.	*	
2.6	Knowledge and experience of the social, political, and regulatory environment of registered housing associations.	*	
2.7	Knowledge and experience of housing maintenance contract management and procurement.	*	
2.8	Experience of risk management, managing risk registers and risk reporting		*
2.9	Understanding of strategic management and business planning and the relationship with the finance function		*
2.10	Knowledge and experience of customer service standards and good practice related to service accessibility.		*
2.11	Knowledge and experience of applying compliance systems for health and safety in domestic buildings.	*	
2.12	Ability to work effectively with a wide range of stakeholders from a range of backgrounds.	*	
2.13	Experience in identifying efficiency savings and driving through value for money within an organisation.		*



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<b>3.</b>	<b>Values and Attitudes</b>	<b>Essential</b>	<b>Desirable</b>
<b>3.1</b>	Ability to demonstrate empathy with the organisation's values and its community-based ethos.	*	
<b>3.2</b>	Commitment to continuous improvement and excellence.	*	
<b>3.3</b>	Commitment to the practical application of equalities policy and practice.	*	
<b>3.4</b>	Concern for probity, openness and accountability.	*	
<b>3.5</b>	Demonstrated commitment to continuing professional development.	*	

<b>4.</b>	<b>Other Considerations</b>	<b>Essential</b>	<b>Desirable</b>
<b>4.1</b>	Ability to meet the practical requirements of the post including flexibility regarding travel and evening meetings	*	
<b>4.2</b>	Possession of a full current driving license and access to a car for business use	*	