



Property Services Director

Recruitment pack

December 2021

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Welcome

Property Services Director

Salary: £105,000 per annum plus benefits

Thank you for your interest in this role.

At Newlon we passionately believe that high quality affordable homes have the power to make a positive difference to people's lives.

With a key focus on ensuring residents' health and safety, delivering a high quality repairs service and leading on our carbon neutral commitments, this role will be crucial to our success going forward.

Our residents need access to reliable and responsive services that are delivered with respect and empathy. The culture of customer care is at the heart of all we do, and our new Property Services Director needs to enshrine and lead that commitment.

You will be working closely with residents, contractors and colleagues in Housing Services to ensure a first class repairs service and safe homes including the delivery of new standards for building and fire safety.

At executive level we are a diverse team who work very well together. We also have a good relationship with the Board. Our collective leadership approach is to lead by example. We are visible and engaged with staff and are looking for the same attributes in our new colleague. You will be in an environment where your expertise will be valued, where your perspective will be welcomed and where you can make a strong impact on the lives of thousands of people.

We hope that after reading further about this opportunity you will want to be a part of shaping our journey. I look forward to hearing from you.

Mike Hinch

Group Chief Executive



About Newlon

Newlon is a fast growing and successful charitable and 'not for profit' housing association based in north and east London. Our mission is to provide high quality affordable homes for local people in housing need.

We were founded in Hackney in 1968 in response to a pressing local demand for decent and affordable housing. We remain committed to meeting this need and today we provide more than 8,000 homes. We work with one of the UK's most diverse communities in boroughs across north and east London and are one of the capital's major providers of new affordable housing.

We provide a mix of affordable housing types including low cost rented family housing, Shared Ownership homes to help people take a first step onto the property ladder, below market rates rented accommodation for Key Workers and a wide range of supported housing. For the first time we have recently developed a small number of homes for outright sale so that any profits can be reinvested in the provision of new affordable housing. In the last year we have also completed our first Joint Venture development, the profits of which are being reinvested to provide new affordable homes.

Newlon employs 180 people. The Group employs more than 600 people. In 2020/2021 the Group turnover was £100 million.

Regenerating communities

We are proud of our record of creating sustainable communities and have been the lead social housing partner in several high profile and successful regeneration projects, including the Arsenal Regeneration Programme and Hale Village in Haringey.

In the award-winning Arsenal Regeneration Programme we worked in partnership with Arsenal Football Club and Islington Council to create a vibrant new community as part of the project that supported Arsenal's move from Highbury to the Emirates Stadium. Since 2005 we have built nearly 1,500 new affordable homes as part of this project. 50% of all



new homes provided were affordable housing developed by us, the first time that such a high proportion has been achieved on a project of this scale in London. More recently we have also worked in partnership with Tottenham Hotspur FC as part of the development of their new stadium and in the provision of new housing and community facilities in the surrounding area.

At Hale Village we built 542 affordable homes and a new Group headquarters, which was opened in 2011, as partners in a £400 million scheme central to the rejuvenation of one of London's more deprived areas. The success of Hale Village has been a catalyst for the wider regeneration of Tottenham and we are currently partners in the ongoing plans for the major regeneration of Tottenham Hale.

We are one of London's main developers of new affordable homes and are proud to be a GLA strategic partner. Our current development programme includes new affordable homes at the heart of the continued regeneration of Tottenham Hale, as well as developments in Camden, Enfield and Waltham Forest. Following an overwhelmingly positive vote in a residents' ballot we are in the early stages of a major transformation project at the Barnsbury Estate in Islington.

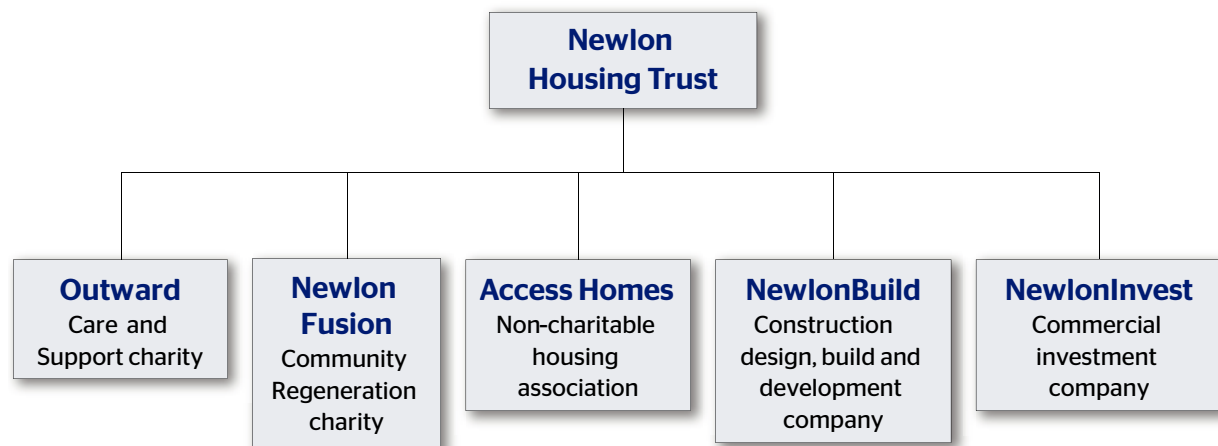
Our recently completed developments include a high specification regeneration project in Goodman's Fields in Tower Hamlets, a landmark new development on the edge of the Olympic Park, as well as new affordable housing in Camden and Islington. We are also partners in a major estate regeneration in Enfield and have recently provided new supported housing in Enfield, Hackney, and Waltham Forest.

Working with residents

We value our residents' views and work in partnership with them to manage and assess the services we provide. This includes providing a wide range of involvement initiatives and ensuring we have resident participation on our Board.

Our Resident Services team has an excellent record of supporting residents experiencing hardship, including providing training and employability skills. We are especially proud of our work placement programme which has led to many of our residents working at Newlon. Uniquely our residents currently make up nearly 20% of our workforce, playing a key role in delivering and shaping the services we provide.

About the Newlon Group



Newlon Housing Trust is an award-winning charitable housing association and Community Benefit Society working across north and east London. Newlon provides more than 8,000 affordable homes and is the parent of the Newlon Group. The other Group members are subsidiaries of the Trust

Outward is a charity working with more than 800 people who need additional care and support to live their lives and realise their full potential. They provide a range of specialist services for older people, people with mental health issues, young people and people with learning disabilities, including a specialised service that supports people on the autism spectrum. Outward works across north and east London, employs over 500 staff and runs an innovative and award-winning volunteer programme. It also provides a number of specialist services in Bromley and a rural retreat at Nutley Edge in East Sussex.

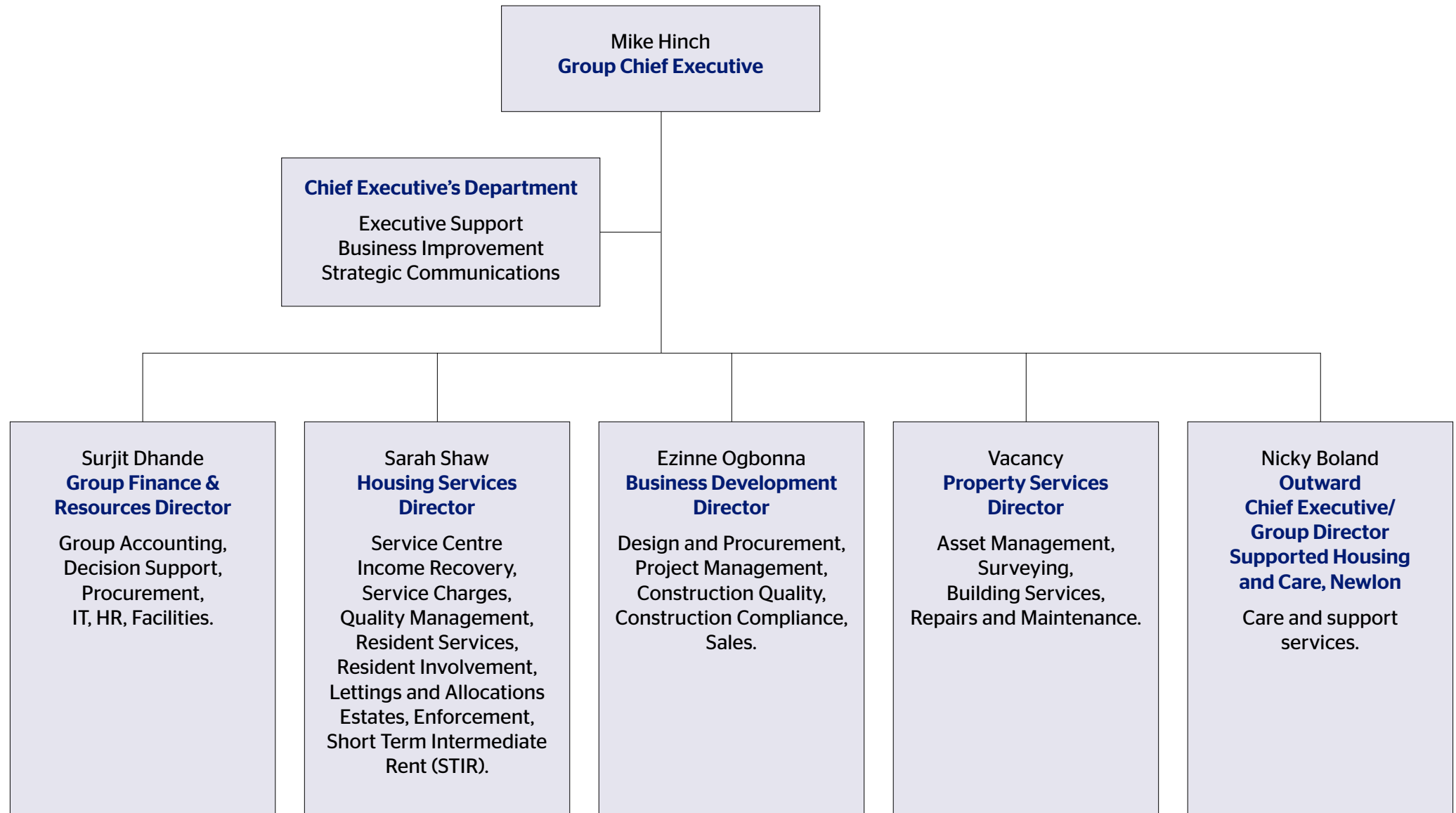
Newlon Fusion is the Group's community regeneration charity. It works alongside the Trust's Resident Services team and with a range of partners to support Newlon residents and the people living in areas where Newlon has housing.

NewlonBuild is the Group's construction arm. It is a private company limited by shares and provides design, build and development services for the Group. It is also able to invest in market housing. It has an independent Chair and is serviced by the Trust.

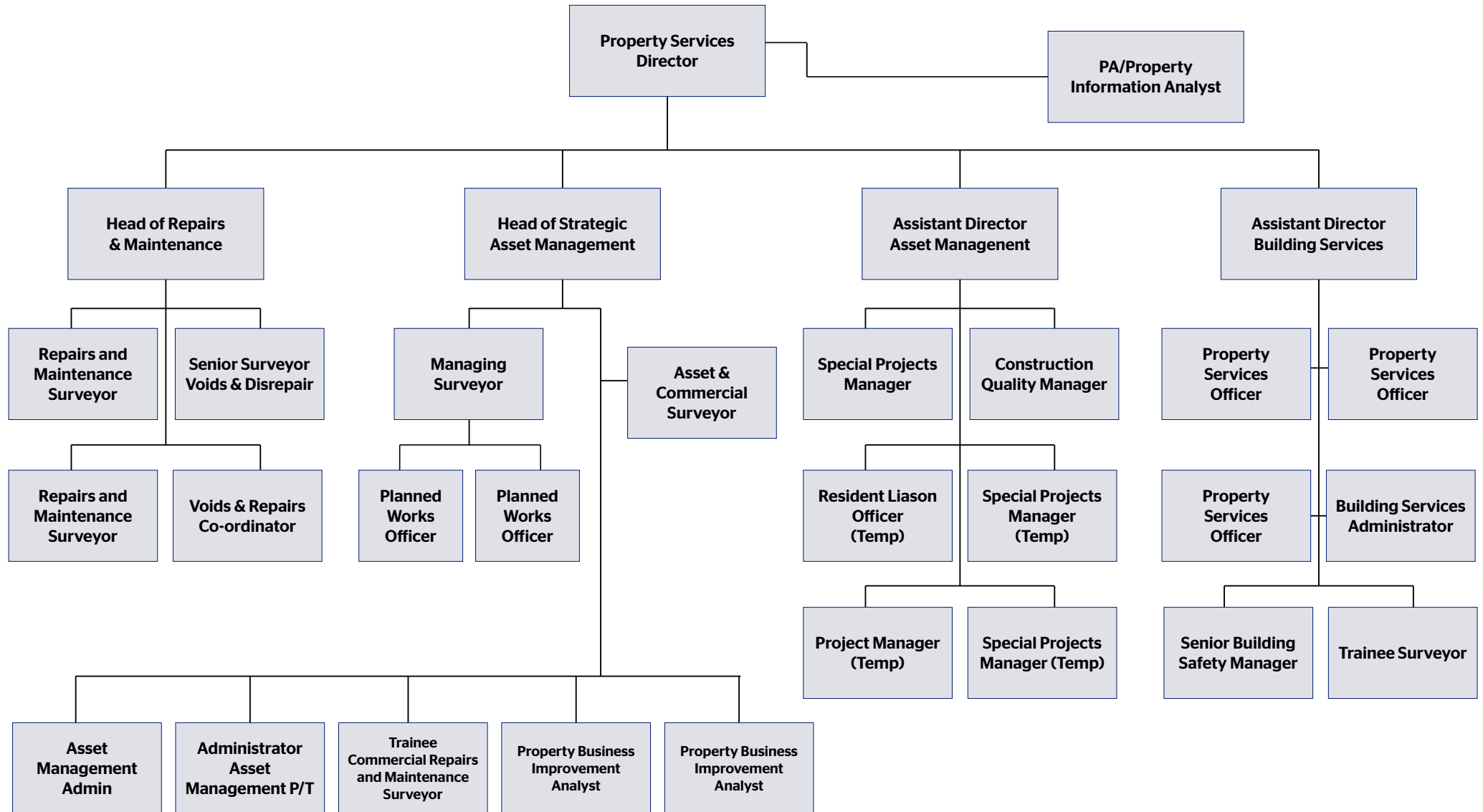
Access Homes is a small non-charitable housing association which, like the Trust, retains any surpluses to invest in housing activities. Access also provides services to leaseholders. It does not employ any staff.

NewlonInvest is a wholly-owned subsidiary of Newlon Housing Trust which makes commercial investments in housing development.

Organisation chart



Property Services



Job description

Job title:	Property Services Director
Location:	Based at Newlon House N17, hybrid working benefits are available.
Salary:	£105,000pa plus benefits
Reporting to:	Group Chief Executive
Responsible for:	Property Services Line manages four senior members of staff and a Personal Assistant.

Role objectives

- Lead the Property Services directorate and support collective leadership of the whole organisation, as part of the executive team.
- Develop and implement strategies for Asset Management that respond to Decent Homes standards including carbon reduction targets.
- Focus on the health and safety of all our residents and homes ensuring compliance with legislation and regulatory standards.
- Effectively deliver large programmes of planned and cyclical work, including remediating buildings where fire safety or other defects are found.
- Design, develop and maintain high quality services to Newlon residents for planned and responsive repairs and maintenance.
- Ensure the voice of residents is heard and acted on in the department including playing a key role in the delivery of Newlon Gold. (Newlon Gold is the programme of service change and improvement based on the objectives of reliability, consistency and speed, as well as respect and empathy for the individual customer).

Key responsibilities and corresponding performance standards

1. Asset Management

- 1.1 Strategies approved by the Board and implemented.
- 1.2 Risks identified and managed.
- 1.3 Accurate records of property and component condition and life cycle are maintained and regular modelling carried out.
- 1.4 There is a strategic approach to carbon reduction including research and costing.
- 1.5 Policies and procedures are developed or reviewed, benchmarked against best practice, kept up to date and followed.
- 1.6 Operational plans proactively address issues such as damp and mould.
- 1.7 Disposal programmes are achieved.

2. Health and Safety

Performance standards and outcomes

- 2.1 There is a strategic approach to Health and Safety taking a Newlon-wide lead.
- 2.2 Measures are in place to identify hazards and potential hazards and to assess risk and reduce to acceptable levels.
- 2.3 Proactively manage and monitor compliance/exposure in areas of risk such as fire safety, asbestos, gas, electrics, lifts and legionella.
- 2.4 Ensure the Group is fully prepared for new health and safety legislation and guidance including fire safety and building safety.
- 2.5 Excellent and complete records of assessment, testing and compliance are kept.

3. Major Works

- 3.1 Planned and cyclical works carried out to budget with effective resident engagement, scheduling, management and control.
- 3.2 Remediation works for fire safety and other defects are carried out effectively, seeking cost recovery or grant funding where possible.
- 3.3 Good communication is maintained with all major works stakeholders.
- 3.4 Procurement and contract management best practice is followed.

4. High Quality Services

Performance standards and outcomes

- 4.1 Resident involvement at the heart of strategies, service design and reviews.
- 4.2 Policies and procedures are developed or renewed, benchmarked against best practice, kept up to date and followed.
- 4.3 Diversity and inclusion are central to all activities.
- 4.4 ICT is used for maximum benefit and services are digital where possible.
- 4.5 The Group's value for money strategies are followed.
- 4.6 Complaints are addressed and learnt from.
- 4.7 Contacts are proactively and effectively managed.
- 4.8 There is a culture of continuous improvement and a focus on upper quartiles.

5. Be part of Newlon's executive team, responsible for the overall management of the Trust

- 5.1 Leadership that supports Newlon's corporate ambitions and goals.
- 5.2 Boards, Committees and the executive team receive high quality advice and reports on property matters.
- 5.3 A strong contribution is made to strategy, planning and management of the Trust.
- 5.4 Active and collaborative contributions to cross-departmental issues and projects.
- 5.5 Corporate objectives and the business plan are delivered.

- 5.6 Strong and effective working relationships with fellow executives.
- 5.7 Effective working with the wider Newlon Group.

6. Lead the Property Services directorate

- 6.1 Newlon Gold objectives of reliability, consistency and speed are built into all activities.
- 6.2 Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus are built into all activities.
- 6.3 Effective teams built and developed.
- 6.4 Staff recruited, trained, developed, motivated and retained.
- 6.5 Regular one to one meetings and appraisals held and effective supervision undertaken using agreed processes.
- 6.6 Performance is managed.
- 6.7 Effective internal and external communications by the directorate.
- 6.8 Partnerships are developed where value can be added.

No executive role profile can cover every issue which may arise. As such, the postholder is expected to be flexible in carrying out other duties from time to time, which are broadly consistent with those in this document.

Person specification

Knowledge and experience

- A senior track record in asset management and repairs and maintenance services of a reasonable scale and complexity.
- A degree and/or professional qualification.
- Knowledge of the regulatory, legal and political context for social housing.
- Knowledgeable about how to embed equality, diversity and inclusion in service design and delivery.
- Experience of managing multi-disciplinary teams, motivating and supporting staff to be accountable and deliver strong performance.
- Experience of meeting financial targets and understanding budget accountability.
- Able to demonstrate a customer centred approach.
- Experience of managing risks.

Skills and abilities

- Skilled at managing external relationships and contracts and able to take a commercial approach.
- Skilled at influencing and negotiation.
- Ability to ensure data integrity, analyse data and use data effectively.
- Ability to read and interpret complicated legislation, regulation and contracts.
- Excellent verbal, interpersonal and written communication skills, can adapt to engage a range of audiences according to need.
- IT literate, champions the use of new technology to improve services.
- Good attention to detail, with effective administrative and organisational skills.
- Has the confidence to represent the organisation, the directorate and residents in public and in a range of formal and informal settings and networks.
- Understanding of the importance of health and safety.
- Able to prioritise.

Personal attributes and approaches

- Is an effective team player, provides support and challenge to peers.
- Personal values align to the ethos and purpose of Newlon.
- Listens, respectful of differing views.
- Is articulate, fluent and persuasive when engaging with others.
- Comfortable in giving advice and being accountable for it.
- Exercises good judgement.
- Able to network.

Summary of terms and conditions of service

Post:	Property Services Director
Salary:	£105,000 per annum. There is a cost of living salary review each April.
Car allowance:	£7,475 per annum.
Performance pay:	On successful completion of probation employees are eligible to join a performance related pay scheme which currently pays up to 5% of salary each financial year if PRP targets are met.
Pension:	Non-contributory 8% of Annual salary paid by the Trust. Individuals may add to this contribution.
Annual leave:	29 days.
Training:	Newlon has Investors in People accreditation at gold level which is a demonstration of our commitment to developing people. It operates a positive approach to training and encourages all staff to develop to their maximum potential through both in-house and external training courses.
Head office:	Our head office is a purpose built office in Tottenham Hale, just 2-3 minutes walk from rail, tube and bus services.
Probationary period:	The appointment will be subject to a six month probationary period.
Notice period:	The appointment will be subject to a four month notice period.
Working hours:	Normally 35 hour week. However, senior staff should expect to work additional hours including attending evening meetings. In October 2021 we introduced hybrid working arrangements.
Other conditions:	All offers of employment are subject to satisfactory references relating to your last 3 years of employment. We will also require you to complete a health questionnaire to enable us to identify whether any adjustments are needed to enable you to carry out the role.
Other benefits:	Newlon offers a generous benefits package which currently includes a health cash plan, income protection in the event of serious illness and life insurance of four times annual salary.

These terms and conditions are given for guidance purposes. The conditions outlined above are given without prejudice and do not form part of any legally binding employment contract.

Job advert

Property Services Director

Salary: £105,000 per annum plus eligibility to participate in the Performance Related Pay Scheme

Contract: Permanent

Location: Based in Hale Village, London, N17

Newlon is a fast-growing charitable housing association, working across north and east London and proud to be working in the UK's most diverse city. Our ethos remains firmly rooted in the belief that high quality affordable homes and services have the power to make a positive difference to people's lives. The role of Property Services director is central to the delivery of this vision.

We are seeking an exceptional executive leader for our Property Services department to deliver our ongoing commitments to health and safety, developing and implementing strategies for asset management and ensuring we meet new Decent Homes standards and carbon reduction targets.

You will need extensive experience of leading effective delivery of large programmes of planned and cyclical works, including remediating buildings where fire safety or other defects are found.

You will take a lead on designing, developing and maintaining high quality responsive repairs and maintenance services for our residents. You will also be a voice for our residents, putting resident involvement at the heart of strategies, service design and reviews and ensuring effective engagement.

As well as leading the Property Services directorate you will support collective leadership of the whole organisation, as part of the executive team.

You will have strong credentials when it comes to leading a multi-skilled and diverse team, to deliver high quality in-person and digital services. You will need to be an excellent communicator, able to manage relationships and support staff to be accountable and to deliver strong performance.

This is a great leadership opportunity in an organisation that values diversity and service excellence; and one where your skills and expertise will be highly valued.

In return, you can expect 27 days holiday, a non-contributory pension, excellent benefits and flexi-time. You will also be working out of purpose-built offices that form part of the award-winning Hale Village regeneration project, and are situated just two minutes' walk from the major transport interchange at Tottenham Hale.

Key dates

Closing date:

Friday 14th January 2022

Assessment - Virtual:

Thursday 20th January 2022 - Friday 21st January 2022

First interviews - Virtual-Zoom:

Monday 24th January 2022

Stakeholder session - Virtual-Zoom:

Wednesday 2nd February 2022

Final interview - in person:

Friday 4th February 2022