

October 2023

## Appointment of Director of Asset and Sustainability



### Dear Applicant

We are delighted that you are interested in applying for this key leadership role within our team at Osprey Housing.

One of our four strategic ambitions is to be a 'Great Place to Work'. We have an excellent team delivering high performance and quality services to our tenants. We are an organisation that delivers all aspects of the business with our core values in mind, prioritising a person centric approach - as both a landlord and an employer.

We have travelled a long way since our establishment in 1999 and we now have approximately 1800 homes in ownership. We have an investment programme and growth strategy to continue to improve our existing homes alongside delivering more new homes. We have significantly invested in the sustainability of our stock portfolio over recent years with both a refreshed Asset Management Strategy and Environmental Sustainability Strategy in place. This role is pivotal to delivering these strategies and supporting action plans to achieve our ambitions.

Our service delivery to our tenants has seen consistently high performing outcomes across the key indicators of the Annual Return on the Charter, including tenant satisfaction. Engaging effectively with tenants both in relation to scrutiny projects and ongoing participation with OTRA (Osprey Tenants & Residents Assoc) is a key part of this role to ensure we continually scrutinise and improve how we deliver.

We recognise that affordability and value for money is key for our tenants and have, over recent years, worked hard at managing our resources to limit rent increases effectively and successfully. We prioritise tenancy support and sustainment, this is encompassed across all our teams with a tenant first approach.

Housing demand continues to be high in the north east and Osprey are committed to providing more homes as part of our growth strategy – creating new homes that are in the right place, for the right price and to the right standard. Our development programme is focused on creating sustainable communities - delivering homes that tenants can be proud of that are fit for the future and aligning with our current stock portfolio.

We are committed to our strategic direction with our clear vision, ambitions and core values set out in our Strategic Business Plan a copy of which is available on our website <https://www.ospreyhousing.org.uk>. The Plan, which was developed with the full engagement of our team including the Board, staff team and OTRA, is both forward thinking and ambitious. The successful applicant, as part of the Osprey team, will play a critical and pivotal role in its delivery.

I look forward to being able to discuss this further with you, should you choose to apply and be shortlisted.



A handwritten signature in black ink that reads "Stacy Angus".

**Stacy Angus**  
Chief Executive

**Making a difference every day**



## Useful Information

In order to learn more about Osprey Housing and this role in particular, you may like to visit our website [Osprey Housing - Quality Affordable Homes in NE Scotland - Osprey Housing](#)

### Specific areas of note:

#### Strategic Business plan -

[Strategic Business Plan 2022 Final version.pdf \(ospreyhousing.org.uk\)](#)

#### Environmental Sustainability Strategy -

[4. AM 4.4 Environmental Sustainability Policy APPROVED AUG22.pdf \(ospreyhousing.org.uk\)](#)

#### Asset Management Strategy -

[SD 3.0 Asset Management Strategy APPROVED May 2023.pdf \(ospreyhousing.org.uk\)](#)

### Culture

#### People Plan -

[SD 9.0 People Plan APPROVED AUG 23.pdf \(ospreyhousing.org.uk\)](#)

#### Fair Work First -

[Fair Work First - Osprey Housing](#)

#### New Staff Relocation Policy -

[5. HR 5.28 New Staff Relocation Policy APPROVED Aug22.pdf \(ospreyhousing.org.uk\)](#)

#### Hybrid Working Policy -

[5. HR 5.24 Hybrid Working Policy APPROVED Dec21.pdf \(ospreyhousing.org.uk\)](#)

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Do you want to make a difference every day?

**Director of Assets and Sustainability**  
**Osprey Housing**  
**Aberdeenshire**  
**Circa £68,000**

Osprey Housing is a social housing organisation committed to the mission of providing high quality affordable housing and services to the people in the communities we serve throughout Aberdeenshire, Moray and the City of Aberdeen. We own c1,800 homes for social rent, providing stable and sustainable tenancies to a wide range of tenants. We also provide key support services to help our tenants and communities succeed.

We are on a journey of modernisation and evolution, investing heavily in technology, digital services, and our people, to establish our position as one of the leading housing organisations in the northeast of Scotland. We have ambitions for growth and our vision, to make a difference every day, is fully embraced by our team who are empowered to ensure the customer is always our focus.

We are looking for an ambitious and dynamic individual to join our Senior Leadership team as Director of Assets and Sustainability who will lead and direct asset management and sustainability activities across Osprey's homes and oversee its new build program. The successful applicant will be carbon literate and help us on our journey of improvement and innovation whilst leading the asset team to realise the Board's vision and ensure all staff and services embrace our customer first culture.

This is a hybrid role which will allow you to work flexibly from home and the office at our HQ in Westhill, Aberdeenshire. As a valued member of our team you will enjoy a fantastic range of benefits including flexible working, car allowance, a contributory pension scheme, life assurance, wellbeing and health benefits.

Osprey proudly covers an area of rich cultural heritage and outstanding natural beauty; a great place to live. Aberdeenshire, Aberdeen City and Moray host a wealth of activities - from camping and hill-walking across the Cairngorms, dolphin spotting and stunning seascapes offering water sports along the coast to the cultural activities and shopping of the third largest city in Scotland. There is a wealth of history throughout the area, numerous castles, cathedrals, distilleries providing endless opportunities to explore.

For a confidential discussion, please contact Stacy Angus, CEO on 01224 548011. More information on the organisation can be found at our website: [Osprey Housing - Quality Affordable Homes in NE Scotland - Osprey Housing](https://www.ospreyhousing.org.uk)

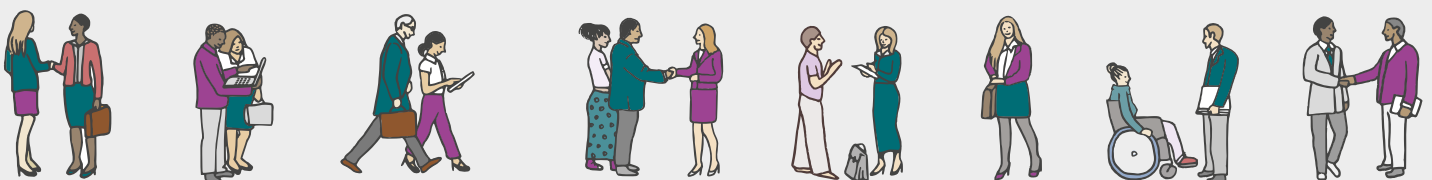
For an application form and further details please download the recruitment pack.

Please note CVs will not be accepted.

Please email completed application forms to Sofia Redford: [sredford@ospreyhousing.org.uk](mailto:sredford@ospreyhousing.org.uk)

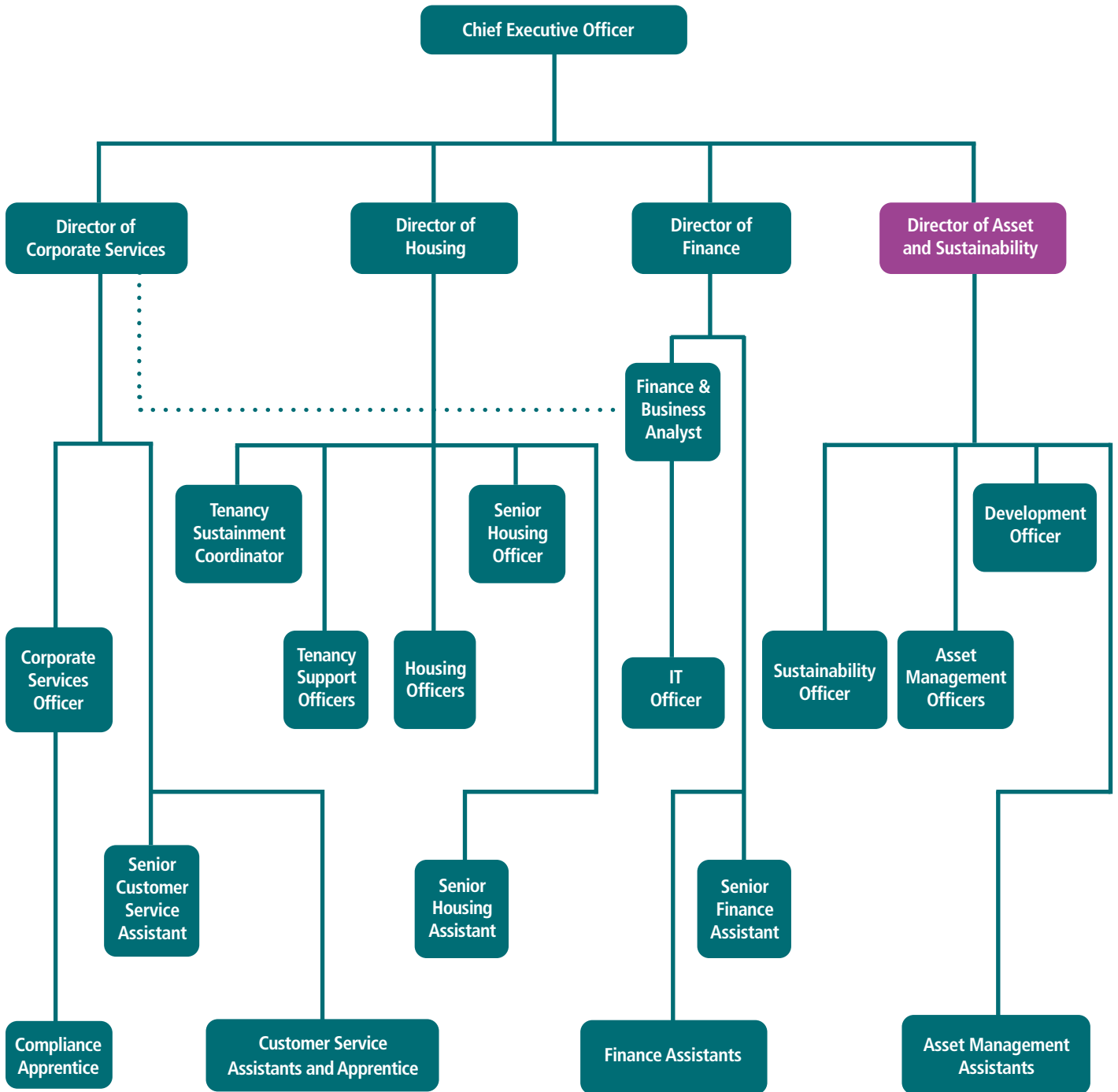
**Closing date for applications: noon on 23 October**  
**Interviews will be held on 9 November**

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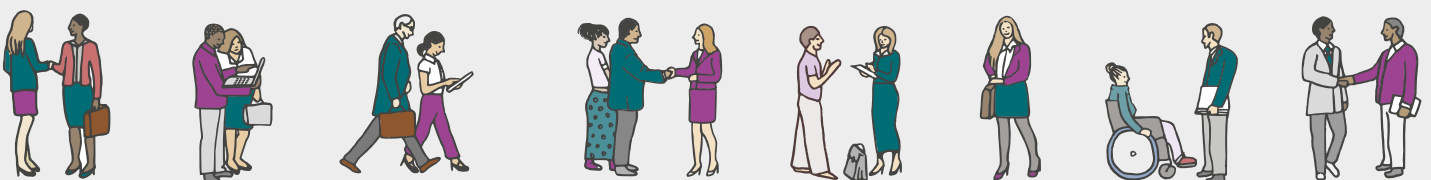


# OSPREY HOUSING STAFF STRUCTURE

October 2023



Making a difference every day



## Job Description

Job Title: **Director of Asset and Sustainability**

Department: **Asset Management**

Location: **Westhill/Hybrid**

Reports to: **Chief Executive**



### ROLE PURPOSE

#### The Job Holder will;

- Play a leading role as part of the Senior Leadership Team in the promotion and delivery of Osprey's Vision, Mission and Core Values working collaboratively to achieve Strategic Objectives.
- Lead, develop, implement and manage Osprey's Asset Management Strategy to deliver an effective, efficient and legally compliant Response Repairs service, Cyclical, Planned and Capital works programmes.
- Develop, implement and manage Osprey's Procurement Strategy to ensure compliance with legislation, we achieve 'best value' and promote sustainability.
- Assist in the creation, development and implementation of Osprey's Development Strategy, to ensure the construction of appropriate properties in suitable locations, whilst obtaining appropriate funding from the Scottish Government and achieving best value.
- Mitigate financial, reputational and other risks by driving good governance, high performance and high levels of compliance throughout the post holders areas of responsibility.
- Lead, develop and implement Osprey's Sustainability Strategy. This includes ensuring Osprey meet our Energy Efficiency Standard for Social Housing (ESSH) obligations.
- Control and monitor compliance with the Scottish Social Housing Charter standards and outcomes as set by the Scottish Housing Regulator and measured through the Annual Return on the Charter, published annually in Landlord Reports.

### AREAS OF RESPONSIBILITY

<b>Financial:</b>	Asset Management ~£4.2m annual spend. Development ~£9.6m spend in 2023
<b>Direct Reports:</b>	1 Development Officer 4 Asset Officers 1 Sustainability Officer 2 Administration Assistants
<b>Resources:</b>	All Housing portfolio
<b>Operating Environment:</b>	Based in the Westhill Office with hybrid working. The post holder will attend development sites for regular 'Project Meetings' and site inspections. They will also visit Osprey's housing properties for inspections and discussions.

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ACCOUNTABILITIES	
1	Attends Board meetings to discuss key management, housing, social, economic and political considerations to assist the development and maintenance of strategies, policies etc
2	Defines, develops and implements effective performance management and risk management strategies to support the governance structure and Board in meeting their duties and responsibilities
3	Co-leads and services the Housing Committee by creating and providing the appropriate reports and information to enable them to understand the current performance of Osprey and consider and develop future proposals
4	Reports to the Senior Leadership Team strategic and performance information to monitor and manage the current performance of Osprey and consider and develop future proposals
5	Takes a lead role in developing and delivering a high quality Asset Management function that aligns with the Vision, Values and Culture of the organisation
6	Develops, manages and interprets data, for inclusion in monthly, quarterly and annual reports to Board, Senior Leadership Team, Tenant Groups and stakeholder organisations
7	Leads the Asset Management team by managing, developing and supporting team members to enable them to carry out their duties effectively. Manage and develop staff to ensure they remain effective in their post and increase their skills and abilities
8	Plans, develops, instigates, manages and monitors a responsive repairs service to meet the needs of our tenants under the standards defined by the Board and the Scottish Housing Regulator
9	Plans, specifies, instigates and monitors Cyclical and Planned works to ensure the safety of our tenants and that properties are well maintained
10	Plans, specifies, instigates and monitors large-scale capital replacement programmes to ensure properties are well maintained
11	Creates, moderates and integrates the anticipated cost of capital, and other works, into short, medium and long-term financial projections to ensure Osprey's viability
12	Assesses the viability of our housing portfolio by integrating various performance indicators into a 'Portfolio Evaluation Tool' to enable recommendations for various interventions or disposal
13	Plans, specifies, procures and instigates with others, throughout the organisation, contracts for the provision of services, ensuring that they are legally compliant, sustainable and achieve best value for Osprey

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ACCOUNTABILITIES	
14	Defines and reviews the 'new build' property specifications to meet Osprey's objectives
15	Assists in the creation of 'new build' development programs by engaging with local authorities, developers, contractors, consultants and other stakeholders/partners as required to successfully deliver new homes
16	Calculates, applies for, claims and monitors appropriate funding from the Scottish Government for our 'new build' development, energy efficiency and adaptation programme
17	Oversees and manages the quality of our new build properties to ensure they meet our defined standards
18	Assesses, approves and administers Contractor payment applications for 'new build' development programme
19	Instigate, manage and monitor appropriate services to ensure the safety and legal compliance (in particular in relation to; Gas, Asbestos, and Legionella) of Osprey's housing portfolio
20	Instigates, promotes and monitors Health and Safety systems to ensure the safety of our staff and the staff of partner Contractors
21	Creates, develops and implements Osprey's Sustainability Strategy to meet the values and objectives of Osprey and ensure 'best value' for our tenant
22	Develops the use of Osprey's information databases to ensure that relevant, accurate and concise information is held in a way that achieves accountability, efficiency, quality and value for money
23	Develops the use of Information Communication Technology to increase the efficiency of Osprey and the Asset Management department in particular
24	Ensures effective communication and close working with other departments, in particular Housing Management, to ensure effective management of our housing portfolio
25	Ensures the development and implementation of strategies, policies and procedures to ensure effective management of our housing portfolio
26	Drives organisational change to ensure maximum operational efficiency, effectiveness, and continuous improvement to achieve business success

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## PROFESSIONAL AND BEHAVIOURAL SKILLS, EDUCATIONAL REQUIREMENTS

### Professional Skills

<b>Essential:</b>	<ul style="list-style-type: none"> <li>• Excellent technical knowledge</li> <li>• Excellent IT skills</li> <li>• Excellent contract management skills</li> <li>• 5 years' managerial experience</li> <li>• A significant knowledge of the relevant compliance requirements</li> <li>• Experience of property element Life Cycle Cost planning</li> <li>• Experience in developing and managing budgets</li> <li>• Experience in procurement</li> </ul>
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<b>Desirable:</b>	<ul style="list-style-type: none"> <li>• Knowledge of the RSL sector</li> <li>• Experience within the area of 'New Build' development</li> </ul>
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### Behavioural Skills

<b>Essential:</b>	<ul style="list-style-type: none"> <li>• Proven leadership skills</li> <li>• The ability to work autonomously</li> <li>• Strong personal organisational skills</li> <li>• Highly developed emotional intelligence</li> <li>• Excellent verbal and written communication skills</li> <li>• Proven analytical skills</li> <li>• Attention to detail</li> <li>• The ability to deal with multifarious issues within short timescales</li> <li>• Flexibility, with the ability to manage a varied workload</li> <li>• The ability to understand the relevance of tasks within the vision and objectives of Osprey</li> <li>• Ability to work under pressure</li> <li>• A valid driving licence and own transport</li> </ul>
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<b>Desirable:</b>	<ul style="list-style-type: none"> <li>• Strives for continuous improvement, brings solutions and constantly seeks new and better ways to work</li> <li>• The ability to promote and adapt to change</li> <li>• Passionate about and committed to high level of customer service</li> <li>• The ability to work effectively at all levels within Osprey and with external partners/stakeholders</li> <li>• Resilient and tenacious, commitment to completion of tasks</li> <li>• Comfortable in dealing with ambiguity and diversity</li> </ul>
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### Education Requirements

<b>Essential:</b>	<ul style="list-style-type: none"> <li>• A Degree in a relevant subject (Construction or Management)</li> </ul>
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<b>Desirable:</b>	<ul style="list-style-type: none"> <li>• A Secondary degree</li> <li>• Membership of a relevant professional body</li> </ul>
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## SIGNATURES DATE

<b>Post holder</b>		
<b>Manager</b>		

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