



DIRECTOR OF ASSETS

Recruitment Pack



www.clochhousing.org.uk

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Welcome



Thank you for your interest in the position of Director of Assets at Cloch Housing Association.

Having worked within the Assets team for almost a year since joining in January 2025, I have seen at close quarters the vital role this function plays in the lives of our tenants and residents, and the real difference strong asset management makes to the organisation. This year we are delivering an £8.5 million investment programme, which is already bringing tangible benefits to our tenants through improved homes and services.

As I prepare to take up the role of Chief Executive in March 2026, this is an exciting time for a new Director of Assets to join us. The successful candidate will lead a dedicated team of nine, shape our asset management strategy, and play a pivotal part in developing the asset and investment strategy that will underpin our next Corporate Business Plan, which runs from April 2027.

This is a key leadership position with responsibility for the full range of property and asset management services – including reactive and planned maintenance, voids, compliance, energy efficiency, tenant and resident safety, and factoring – while providing clear, concise reporting to our Board to support robust decision-making.

If, after reading the recruitment pack, you are enthusiastic about leading this critical service area within a values-driven and ambitious Housing Association, I very much hope you will apply.

I am happy to discuss the role and the organisation in more detail ahead of the closing date. Please contact Carolyne (cswinney@clochhousing.org.uk) who will arrange a confidential conversation with me at a mutually convenient time – you would be most welcome to visit our Greenock office for this.

I look forward to receiving your application and wish you every success.

Robert Pollock

Incoming Chief Executive (from March 2026)

About Cloch

Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2023, Cloch celebrated its 55th year in operation and today, we own approximately 1480 units across the local area. We provide high quality housing and responsive customer service to ensure that we place communities and their people at the heart of everything we do.

We are currently focusing on mitigating the cost-of-living crisis for our customers and prioritising tenant and resident safety. We have also been able to invest in mental health and wellbeing support services for our customers across Inverclyde, following a successful funding bid to the Scottish Government, which has resulted in us working in partnership with other local community groups. Our commitment to being a caring and high-quality customer service has been recognised by Compliance Plus for Customer Service Excellence accreditation.

Our success at Cloch is underpinned by the work, efforts, and innovation of our people. A recent staffing structure refresh has encouraged and empowered staff to provide invaluable input into our key resourcing decisions and the development of our workforce.



Our Vision and Values



Vision

Homes & Services which exceed customer expectations delivered by a strong and resilient organisation.

Values

Be Positive in attitude.

Be Better and always look to improve everything you do.

Be Kind to yourself, to others and in your approach to our services.

Be Responsible for yourself, your customers, and your community.

People Benefits

At Cloch, we consider work-life balance to be paramount to health and wellbeing. Our people are committed and dedicated to what they do, and we understand the importance of having policies and measures in place to fully support them both inside and outside of the workplace. Below is our range of people benefits and perks that Cloch offers:

- Hybrid/Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Sessions
- Health and Wellbeing Initiatives
- Health Cash Plan
- Counselling Service
- Salary Sacrifice
- Paws Policy (Bring Your Dog to Work)
- Volunteering Days



Role Details

Director of Assets

Salary:	£71,666- £75,018 (SM12-SM14)
Contract:	Permanent / Full-Time
Hours:	35 hours per week
Reporting To:	Chief Executive

- Your core place of work will be at Cloch HA, 19 Bogle Street, Greenock, PA15 1ER. We operate a hybrid working model, subject to the needs of the team.
- We operate with a flexible working policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks split between 29 annual leave days and 11 public holiday days.
- All appointments are subject to a six-month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- You will be automatically enrolled into the SHAPS pension scheme and life insurance, providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.

Job Description

Homes & services which exceed customer expectations delivered by a strong and resilient organisation.

Director of Assets

Job Description



The Role

Job Title:	Director of Assets	Report to:	Chief Executive
Department:	Leadership	Hours:	35 hours per week
Grade:	SM12 – SM14	Salary:	£71,666 - £75,018

Role Summary and Purpose

It is our vision at Cloch to deliver services which exceed expectations. The Director of Property and Assets will be an inspirational leader, providing strategic direction and operational management to a team delivering a high quality and customer focused service that maintains our homes to the highest level.

We are therefore looking for a new Director of Assets who shares our vision & values and will use them to guide the way they work on a daily basis. As part of the Senior Leadership team, you will contribute directly to the Association's key strategic objectives ensuring that the organisation has robust asset and compliance data to make evidence-based decisions on its property portfolio.

The postholder will also lead on the procurement of asset management contracts and services, engaging customers in processes and gathering satisfaction feedback to support reviews and service improvements. This feeds into our future Development Strategy, and new build aspiration's, ensuring the provision of high-quality energy efficient buildings, and communal spaces.

Your Role:

Take specific responsibility for the leadership of a highly motivated property and assets team, and lead on our Asset Management Strategy, and ensure our asset management services, including planned, day to day repairs & voids services provides value for money and excellent customer satisfaction. Whilst also ensuring compliance with all legislative, regulatory and Tenants & Residents Health and Safety Compliance requirements.

Also lead on our ambitious 6-year capital investment programme and planned cyclical work programmes, also contract procurement and management.

Your Main Responsibilities:

Provide the CEO and the governing Boards & Sub Committees with advice and guidance in respect of Development, Asset Management and Property services to ensure that Cloch Housing Association's investment in new and existing property assets are maintained and enhanced, to protect and maximise the association's assets.

An awareness of the Scottish Government newbuild development and property acquisition process to assist in any potential future growth of the housing stock, and the ability to complete grant funding application bids where relevant. (e.g. medical adaptation funding, grant funding for newbuild and acquisition).

As a member of the Senior Leadership Team of the Association, be jointly responsible for the day to day overall strategic direction, governance, risk management and operational management of the organisation.

The Senior Leadership Team ensures that the associations strategic objectives and priorities are achieved, values upheld, and resources effectively managed to achieve long-term sustainable performance.

Responsible for leading and chairing the association's Health and Safety Group and Health and Safety Policy implementation across all teams within the association and reporting to the CEO and Board as appropriate.

Take specific responsibility for the leadership of the staff teams, strategy, business planning and service delivery in the following areas:

- ✓ Responsive repairs, major works and planned cyclical works,
- ✓ Deliver a customer focussed repairs and maintenance service to ensure that key targets are achieved, that the repair's function operates within budget and that a quality service is delivered to customers.
- ✓ Ensure compliance with all regulatory and legislative requirements, including Landlord Health and Safety.
- ✓ Ensure the Association has an integrated approach to our Asset Management Strategy, which is fit for purpose, flexible to an ever-changing environment, and supports the association's objectives.
- ✓ Develop, lead, and deliver a programme of any future new build developments.
- ✓ Play a role in Factoring Management to ensure effective maintenance and repair of mixed tenure blocks.
- ✓ Continue to bring innovation in a measured risk appropriate way to the benefit of our tenants, customers, and our stock that enhances the reputation of Cloch Housing Association.
- ✓ Deliver value for money through efficient procurement activity and by improving productivity and business efficiency of the external contractors, in order to drive continuous service improvement.
- ✓ Setting, delivering, and monitoring performance to ensure service standards are met as set out in our Key Performance Indicators.
- ✓ Promote good quality relations with tenants, owners, the local community, and other key stakeholders.

- ✓ Establish and review policies, procedures, systems, and controls that will safeguard the Association’s assets, and financial wellbeing.
- ✓ Promote the highest standards of integrity and conduct of the affairs of the Association in accordance with the practices, policies and procedures adopted by the Association, and in accordance with the requirements of the Scottish Housing Regulator.
- ✓ Ensure own continuous development and knowledge is up to date in line with sector related developments. Attending such training courses, seminars, conferences and other learning and development events as the Association may require.

Leadership Team

- Be an effective member of the Senior Leadership Team, working collaboratively with the CEO, Board, and colleagues on all matters of corporate strategy to ensure CHA is a sustainable, ambitious, dynamic, and successful organisation.
- Contribute to the growth of the Association’s business and its positive image.
- Develop, lead, manage and resource the property and assets service to deliver the strategic objectives and priorities as detailed within the Business Plan and Asset Management Strategy.
- Develop partnerships, collaborating with key stakeholders to ensure the effective co-ordination and delivery of services with other organisations, agencies, and partners.

Strategic Management of Assets

- Ensure compliance with all appropriate legislative, regulatory and performance standards, requirements, and guidance, including the Scottish Social Housing Charter (SSHC), Scottish Housing quality Standard (SHQS) and the Energy Efficiency Standards for Social Housing (EESH) and Social Housing net zero standards (SHNZS). To monitor future changes to such standards and ensure the Property and Assets team is prepared to meet future compliance and legislative requirements.

Performance Management

- Development and implement the Performance Framework to drive continuous improvement, in collaboration with the Senior Leadership Team.
- Embed a performance culture, utilising system driven performance data across the range of key performance indicators, with a particular focus on customer excellence and responding to business-critical needs and promoting individual accountability for business results.
- Prepare and deliver quality reports for the Chief Executive, Senior Leadership Team, Board and Sub-Committees on all areas of service.
- Review expenditure on performance against budget on all areas of the service.
- Ensure Value for Money strategy aims, and objectives are at the forefront of all business decisions.
- Review and contribute to the Association Risk Planning Strategy.

Continuous Improvement

- Assess and appraise solutions and new initiatives to resolve issues, reduce risk, improve services, take advantage of opportunities, and develop the organisation to be the best it can be.

- With the other Senior Leadership Team members, coordinate the Annual Return on the Charter and report to tenants.

People Management

- Responsibility for recruitment of new staff and ensuring that the team have the skills to achieve the right solutions and are empowered to take decisions to meet business requirements.
- Ensure all people are led, managed, supported, and developed to provide the best possible service for tenants and customers.
- Be an effective role model for the team and provide guidance in all aspects of the services delivered.
- Carry out regular team and one to one meeting, including appraisals to monitor and review the performance of the property and Asset team.
- Ensure staff are supported through learning and development and completion of training plans, also providing mentorship and coaching.
- Ensure key behaviours are instilled, encouraged, and developed.
- Where necessary, provide strong and decisive management in terms of managing performance issues through the provision of support, identifiable and agreed outcomes and taking the necessary steps to improve performance, in line with Cloch's HR policies.
- Regularly review and update the associations succession plans to reflect any changes within the organisation.

Other

- Ensure all information, reports and statistics are recorded, processed, or produced in line with: GDPR, Cloch's policy and procedures and any regulatory requirements, within agreed timescales.
- Demonstrate flexibility and a willingness to respond to the dynamic and changing needs of the organisation.
- Participation in promotional, marketing and community events relating to Cloch's work, acting as an ambassador for the organisation.
- Attend, out of normal workings hours, as required re: call outs in relation to emergency situations, meetings in the evening or weekend associated with your role and relating to Cloch's work.
- Provide cover for the CEO and other Directors when required.
- Any other duties as may be reasonably requested by the CEO Director or the Board.

Person Specification

Director of Assets		
<i>Job Description</i>		
Qualifications		
	Essential	Desirable
Professional, Technical, or other Construction related qualification	✓	
Membership of a professional organisation's such as RICS, CIOB or CABE	✓	
Experience		
Recent experience at senior level of developing, leading and delivering a comprehensive, asset management or maintenance service and strategy	✓	
Minimum of 5 years senior managerial experience and being part of a management or leadership team	✓	
Experience within the housing sector and understanding of the Scottish Housing Regulator's regulatory framework and Scottish Housing Charter requirements		✓
Experience of policy and procedural development within the delivery of asset management and property management services	✓	
Experience in delivering 5-year investment programme and 30- year life cycle programmes	✓	
Procuring of contracts and managing contract administrators in accordance with legislative and association policies	✓	
Excellent knowledge of building, construction and housing regulations, legislation and current best practice	✓	
Experience of Net Zero and retrofit Strategies for buildings	✓	
Experience working with Tenants and Residents Health and Safety Compliance legislation.		✓
Significant experience of writing and presenting reports and strategic documents to a Board/Committee	✓	

Proven record in delivering a high quality and response asset management services	✓	
Establishing successful partnership/working with other organisations to meet Business Plan objectives		✓
Experience with asset management software systems and continuous improvement planning		✓
Track record of finding and delivering innovative solutions to challenging problems	✓	
Experience of briefing and appointing consultants and contractors, contract management and supervision	✓	
Experience of financial budget/resource preparation, management, control and monitoring	✓	
Good knowledge of wider role and regeneration opportunities		✓
Skills		
Customer centred approach, flexible, confident and assertive manner	✓	
Excellent presentation and communication skills	✓	
Good interpersonal and team working skills and a creative problem solver	✓	
Experience working with Microsoft applications, such as Word, Excel and PowerPoint applications.	✓	
Ability to manage and motivate a team to achieve organisational objectives, within an ever changing and evolving department	✓	
Ability to analyse complex information and make informed financial and strategic judgements	✓	
Ability to plan and prioritise work with good time management to meet organisational goals and deadlines	✓	
Flexible in approach to work and be innovative and creative	✓	
Flexibility and commitment to work evenings and weekends as required, including regular attendance at Board and committee meetings and external events	✓	
Driving licence and access to a vehicle for business use		✓

How to Apply

To apply for this post, please submit your CV and a supporting letter outlining how you meet the essential criteria for the role to:

- recruitment@clochhousing.org.uk

We also encourage you to hold an informal chat with our incoming Chief Executive, Robert Pollock, regarding the role to assess whether Cloch is the right fit for you.

The closing date for applications is **12pm on Monday 12th January 2026**.

Following this, shortlisted candidates will be contacted and invited to attend a competency-based interview with the panel, consisting of the Chief Executive, a Board member and the Head of People and Culture.

It is anticipated that interviews for the role will be held on week commencing 19th January 2026.

Thank you and good luck with your application.

Cloch Housing Association

19 Bogle Street, Greenock, PA15 1ER

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