



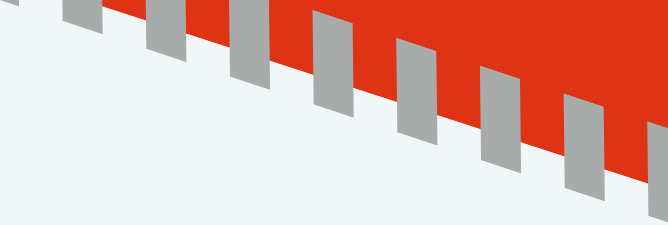
Langstane Housing Association

Director of Housing and Communities

Recruitment Pack



www.langstane-ha.co.uk



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Welcome message



Anne Jenkins
CHIEF EXECUTIVE

Thank you for your interest in the role of Director of Housing and Communities at Langstane Housing Association.

Langstane will celebrate its 50th birthday in 2027. For 5 decades we have led the provision of housing and support services to some of the most vulnerable customers across Aberdeen, Aberdeenshire and Moray. We are proud of our beginnings, from lodging houses for single men, to now providing family homes and secure, affordable housing and communities.

We are seeking a Director of Housing and Communities to lead our housing, support and customer service functions. This is a strategic role with significant influence across the organisation. You will help shape how we deliver homes and services, ensuring they remain responsive, designed with tenants, customer focused and fit for the future.

We recently redesigned our housing service to be closer to tenants and give officers more capacity and autonomy to manage and build relationships in their neighbourhoods. Continuing this work will be a critical element of the role as we seek to increase tenant engagement, satisfaction and participation over the coming years.

This is a key role at an exciting time for the association as we shape the next chapter. We are looking for an experienced strategic leader that will help create our next business plan, evolve our digital services, drive customer satisfaction, improve performance and ensure we have the people, systems and partnerships needed to deliver our long term ambitions.

For a confidential chat, please contact me, at anne.jenkins@langstane-ha.co.uk or apply by visiting our careers page <https://langstane-housing-association.jobs.personio.com/>



Company overview

Our history

Our founding mission in 1977 was specifically to provide homes and support to single homeless people who had no access to secure and affordable homes in the private sector. This is as relevant today as it was over 50 years ago.

Langstane Housing Association is a registered social landlord (RSL), a registered charity, and a registered property factor.

We currently own and manage 2,879 social homes throughout Aberdeen, Aberdeenshire and Moray, providing affordable rented homes to single people, couples and families.

Our head office is at 680 King Street, Aberdeen, AB24 1SL and we have a satellite office in Elgin at 7 North Guildry Street, Elgin, IV30 1JR.

Our Elgin team delivers services to our tenants in Moray and northern Aberdeenshire.

All other services are delivered by our Aberdeen based employees.

Click for more on our history: www.langstane-ha.co.uk/about-us/

Our goals

Governed by a voluntary Board of Management, elected from our Membership at the Annual General Meeting, we are ambitious and strive to improve our performance in all areas of activity on a daily basis.

The Langstane Group (Langstane / the Group) consists of Langstane Housing Association Limited and its wholly owned subsidiaries.

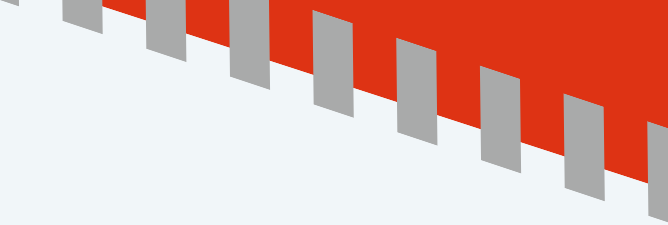
Our mission is to provide homes and services that make a positive difference to people's lives. Our vision is to empower our people, customers and communities to be the best they can be.

Our vision will be achieved by investing in:

- Our customers;
- Our homes;
- Our people;
- Our organisation; and
- Our communities.

Here is more information on our [mission, vision and values](#).





Our values

Our values guide how we work, how we make decisions, and how we serve our tenants and communities. They shape our culture and set the standard for leadership across the organisation.

1. We value people

We see the person and consider their unique situation, putting people at the heart of our decision making and retaining a positive outlook regarding the housing industry and those we assist.

We consult and listen to the views of those involved within the Langstane Group.

2. We aim high

We exercise good governance and work hard to continually improve our services, delivering the services our customers want.

We have a 'can do' approach.

3. We are proud of our roots

We remember our origins, that Langstane Housing Association was set up to help and support households who were among the most vulnerable in our society.

We provide homes not properties and support our tenants to live independently and be active members of our communities respecting and embracing equality, diversity and inclusion.

4. We rely on teamwork

We work together as one team and with one voice.

We work with our partners to achieve our goals, delivering more together.

5. We are prudent financial managers

We recognise the importance of maintaining and protecting our financial strength and use effective financial management to underpin everything we do and help us grow.

We deliver value for money.

6. We are open and accountable

We provide relevant, accurate, user-friendly information about our performance that allows our tenants and others to hold us to account.

If we make mistakes we apologise and put things right as soon as possible.

7. We move with the times

We influence decision making to benefit our tenants and our organisation.

We respond to change with imagination and innovation.



What makes us different

What makes us different?

Langstane was created to provide homes and support for often very vulnerable, single, working age people who at the time relied heavily upon unsatisfactory ad-hoc / temporary accommodation. In addition, those who needed it the most, had often little or no support networks in place.

We understood then, as we understand now, that everyone needs help and support at certain times in their lives. It is important to us that we play our part in helping our tenants live successful lives, and to sustain their independence whilst living in good quality affordable homes.

We have ambitions to expand and increase the size, type and quality of homes we provide, and the range of services we deliver.

We aim to add to the number of homes we provide throughout the Grampian area and ensure these meet both the current and future needs of our tenants.

Our business-as-usual activities continue to be driven by a desire to meet the needs of those we serve whilst continuing to deliver value for money.

To allow us to achieve our ambitions, excellent financial management is crucial as any surplus we make, is reinvested back into our business.

Governance

A voluntary board of management governs our activities and ensures the public funding invested in providing Langstane's homes, is used to good effect.

Our board members provide strategic direction and leadership, and task us with ensuring the services we provide make a positive difference to people's lives whilst meeting all legal and regulatory requirements.

Under the guidance of our board, Langstane's main strategic document, our business plan, has recently been reviewed. This sets down our strategic direction for the next five years. You will play a key role in delivering our ambitions.

Equally, as part of our leadership team, you will be responsible for delivering business as usual activities. This involves preparing and presenting key reports to governing body members. You will be lead officer for a number of activities and provide expert advice during governing body meetings.



Our governance structure

Our experienced governing body members come from a wide range of disciplines. More information on our non-executive team can be found [here](#).



Mike Martin
Chairperson



Tony Dinozzi
Vice Chairperson



Katie Butler



John Fraser



Jodie Gillies



Ian Jamieson



James Knowles



Barbara Lamb



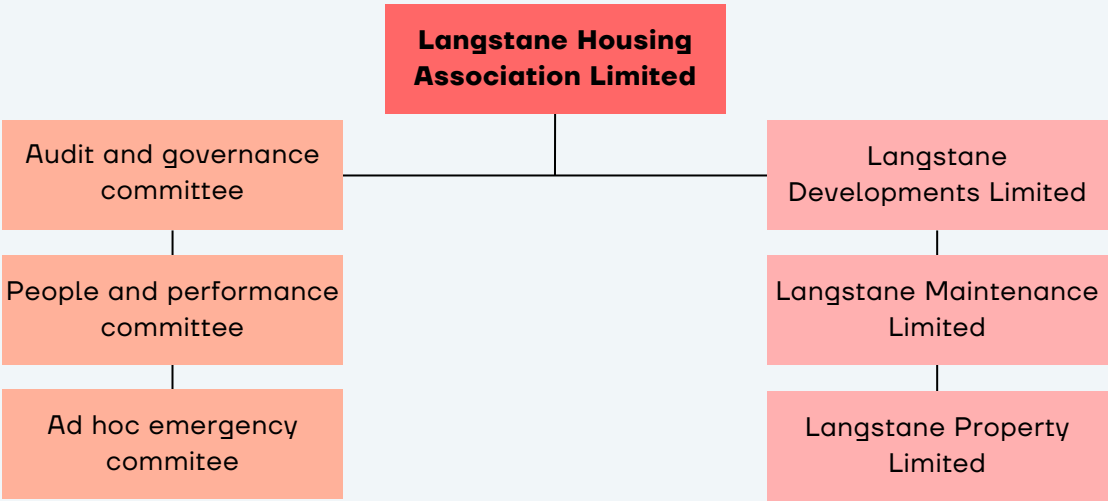
Charlie Lynch



Jack Marshall



Anne Stevenson



Our Leadership Team

Further information on our leadership and senior management team can be found [here](#)



Anne Jenkins
Chief Executive



Bob Jack
Director of Property



Vacant
Director of Housing and
Communities



Mandy Macarthur
Director of Finance and
Corporate Services

Our Management Team



Rebecca Davidson
Customer service manager



Gillian McCormack
Finance manager



Martin Toward
Housing manager



Donna Campbell
HR manager



Steven Lobban
ICT & service delivery
manager



Claire McEleny
Property manager

Total rewards package

Work / life balance

Hybrid / flexible working

We recognise the benefits a good work / life balance brings and, taking business requirements into account, we promote a hybrid working framework that benefits both our employees and Langstane. We also offer a flexible working approach through flexi-time for eligible roles.



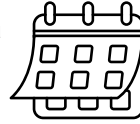
Enhanced sick pay

Depending on length of service, the Association provides enhanced sick pay.



Generous family leave

Enhanced maternity, paternity and adoption payments are made to qualifying employees.



Annual leave

A total of 37 days leave is provided. The annual leave entitlement is 25 days plus 12 public and local holidays (pro rata for those employed for less than full-time hours per week).

Health, wellbeing & support

Employee assistance programme and wellbeing app

The MCL Medics employee assistance health and wellbeing programme includes short-term counselling and referral services for all our employees and their immediate family, alongside a helpline and app that provide health, wellbeing and lifestyle support.



Eye care

One contribution towards spectacles prescribed for VDU use will be made per annum. This contribution is capped at £50 per annum.

Flu vaccination

We offer the flu vaccination to all employees on an annual basis.



Health shield

The health shield cash plan provides money back on everyday healthcare costs. It allows easy access to additional benefits including a virtual GP and rewards platform.

Salary and financial benefits

Salary

The Association offers a competitive salary package.

A pay review occurs annually at the start of each financial year and eligible employees will also receive incremental progression.

Pension scheme

The Association offers a generous scheme with Langstane contributing 10% and employees contributing a minimum of 5%.

A death in service benefit is also provided to those who are part of the pension scheme.

Salary sacrifice

Electric and hybrid car scheme.



Credit union

Employees are eligible to save and borrow with the St Machar Credit Union.



Discounts, rewards and recognition

Blue light card

We are delighted that, due to the services provided, Langstane employees qualify for a blue light card. This allows employees to receive a range of discounts online and in-store.

Housing perks

Housing perks is a user-friendly online platform, that gives tenants and employees access to a wide range of discounts on everyday essentials such as groceries, pharmaceuticals, petrol, and clothing.

Long service awards

The Association recognises the benefits of long service, and these are recognised five-yearly from year 10 onwards.



Development and professional support

Training / development

Ongoing training and development will be provided throughout an employee's career with the Association.

Professional fees

The Association will pay one set of annual professional fees where such membership is directly relevant to the role undertaken.

Additional benefits

Free on-site parking

We understand the importance of convenient and secure parking for our employees and parking spaces are provided on site.

Social fund

We operate a voluntary social fund in collaboration with the Credit Union to help employees save for Christmas.



Langstane promise



Langstane's Promise

Positive
Our communications with you will be **positive**. We will be approachable, listen, act quickly and treat you fairly.

Personalise
We will try to understand your needs and **personalise** the service and experience you receive from us.

Proactive
We will be **proactive** when you tell us something hasn't gone right. We will be transparent and do what we say we will to put things right.

Partners
We will work with our **partners** to support you and we will refer you to relevant organisations where we can.

Prepare
We will **prepare** you for what comes next by providing clear information and achievable timescales so that you know what to expect.

Progress
We will take on board your feedback and use it to make **progress** and allow our services to grow.



Customer Commitment

Care
We will ask you to **care** for your property, neighbours and community and let us know when something goes wrong.

Contact
When you **contact** us, we will ask you to; listen, be respectful and understand we are trying to help. You will give us the time we need to investigate and refrain from using abusive or threatening behaviour.

Contribute
You can **contribute** to our service improvements by telling us what we can change or do better.

Courtesy
When things go wrong, show our teams **courtesy** and understand that we can't get things right all the time. Please give us time to put things right.

Communicate
Communicate openly and honestly with us about your needs to allow us to support you as much as we can.

Langstane Housing Association is committed to delivering excellent service to our customers. As part of this commitment we have developed Langstane's Promise for our customers. This is our minimum service standard. However, we want all of our people to go above and beyond this level. We provide comprehensive training to ensure our teams can deliver on our Langstane Promise.

Langstane's Promise makes sure we can hold our employees accountable, and our tenants and other customers know they will be dealt with fairly, equitably and with respect.

In order to ensure we can adhere to our promise, we ask our customers to make a commitment to us in terms of the way they communicate with us.

To read more on our Customer Care Policy, please visit our website: [Customer Care Policy](#).



Role profile

Department	Housing	Location	Aberdeen
Reporting to	Chief Executive		
Responsible for	Customer Services Manager and Housing Manager		

Role Purpose

Ensure the provision of integrated housing, customer service and support provision across the organisation through strategic leadership and direction. Operate at strategic level as a member of the Leadership Team, to ensure the Langstane Group's mission, vision and values are upheld at all times, leading by example to deliver the objectives as set out by the Board of Management.

Responsible areas include allocations, income collection, tenancy and estate management, tenant participation, neighbourhood development, registered housing support service, and welfare rights. As the registered factor on behalf of Langstane, oversee factoring services, shared ownership, commercial and other leases arrangements. To ensure the effective and efficient delivery of performance and continuous improvement of all housing, customer service and housing support activities and act as lead officer of the People and Performance Committee.

To ensure the Langstane Group is at all times sound and run with probity and transparency, whilst being able to undertake and deliver excellent services to tenants and other customers, and partners that demonstrate value for money.

Key accountabilities

This role profile is intended to provide a general statement of the major tasks and activities of the job. This is not an exhaustive list of all detailed duties. During your employment with us you will be expected to undertake such other duties as may reasonably be required of you and that are broadly consistent with your role.



Role profile

1.	Play a key role in providing leadership that brings to life Langstane's vision and strategic direction, contributing proactively to strategy and business planning that puts tenants at the heart of decision-making.
2.	To work with colleagues in the Leadership Team to drive delivery of strategic objectives as one team and identify opportunities for growth, development, improvement and innovation.
3.	Play a leading role in bringing forward and managing transformational change initiatives across the organisation.
4.	Develop, lead and deliver a plan of continual improvement across housing, customer service and support functions to ensure excellent service delivery, increase tenant satisfaction and improve performance.
5.	Provide visible and inspiring leadership and guidance to employees to develop highly skilled teams to ensure they are motivated, valued and empowered to provide excellent customer focused services, as well as supporting the development of colleagues through personal development discussions, coaching and mentoring, identifying training needs and developing the talent of tomorrow.
6.	Advance streamlined and efficient systems and processes, making positive contributions to enable the transformation set out in Langstane's digital strategy.
7.	To provide accurate, timely and professional advice to the Board of Management and sub committees for specific areas of responsibilities including legislative changes, best practice and innovative approaches to improve service delivery.
8.	Develop our digital by default customer journey routes by maximising self-service options, while ensuring other communication routes deliver a similarly simple and responsive experience for customers.
9.	Regular review and analysis of operational and strategic risks to the organisation, putting in place ways to mitigate and reduce, while assessing the wider environment to anticipate future risks.
10.	Engage with the Scottish Housing Regulator and ensure compliance with the social housing charter, regulatory returns and assurance processes.
11.	To identify and respond to the challenges presented by the diverse population in the North East of Scotland by developing and implementing strategies to support tenancy sustainment, welfare reform and affordability.
12.	Lead on initiatives and partnerships that promote thriving neighbourhoods recognising that Langstane's communities are wider than our housing stock.
13.	Participate in effective partnership working with local communities and with public, private and voluntary organisations in order to achieve the Group's objectives.
14.	Embed a performance culture, driving the continuous improvement of services and playing a lead role in best value processes, ensuring this is under-pinned by appropriate performance management systems and information.
15.	Ensure that value for money is achieved through best value reviews, procurement processes and tight budgetary control, including a cost conscious approach to use of resources, supplies and services, and that income is maximised through effective housing management policy and practice.
16.	Explore growth opportunities by developing and implementing added value services including identifying unmet need or service gaps, designing projects and successfully bidding for external funding to meet these needs and strategic objectives.

Role profile

17.	Work in partnership with other agencies at local and national level to advocate for and contribute to wider policy.
18.	To lead on customer insight and engagement to identify and review customers' needs and priorities including capturing customer intelligence, targeted service delivery and designing feedback mechanisms. This includes oversight of engagement processes, customer consultation, complaints handling and mechanisms for customer influence including developing customer scrutiny.
19.	Liaise with external and internal auditors to ensure compliance with policy and procedures and assess, manage and minimise risk to the Langstane Group in all policy making decisions.
20.	Be a role model for Langstane, maintaining positive relationships with suppliers, partners, the wider sector and strategic networks, as well as continuous professional development.

About You

Criteria	Essential	Desirable
Qualifications / Training / Experience	- Educated to degree level in relevant subject or equivalent relevant experience - Experience of working in a housing association, local authority housing service or housing sector specific organisation - Experience of working in a similar leadership role including working with Boards and Committees at a strategic level - Experience of working within a senior or executive team to drive the development and delivery of strategic objectives	Member Chartered Institute of Housing and a housing qualification, or willing to undertake
Skills / Knowledge	- Excellent customer service and in-depth knowledge of housing management and policy - Knowledge of risk management, governance, assurance and associated good practice - Knowledge of Scottish Government, Local Authorities, statutory and voluntary partners, funding institutions, and relevant professional bodies - Demonstration of commercial and financial awareness - Highly developed leadership skills - Effective analytical and planning skills, and the ability to communicate at all levels, including highly developed collaboration and influencing skills	- Experience of factoring, shared ownership and leasing - Understanding of repairs, maintenance, capital works programmes and new build development - Experience of transformational change programmes - Experience of subsidiary structures to support growth and opportunities



About You

Criteria	Essential	Desirable
Personal Qualities / Our Values / Our Culture	An achievement oriented and customer focused leader who demonstrates adaptability, resilience, personal motivation and commitment to continual improvement and quality of delivery. Our Values: • Valuing People • Relying on Teamwork • Aiming High: Attention to detail • Prudent financial managers • Open & accountable • Move with the times Our Culture: • At the heart of everything we do and every decisions we take, will be our customers	Experience of leading multi-disciplinary teams and developing the workforce through coaching and mentoring
Other Requirements	Ability to meet travel requirements of the role Available outside normal working hours as required	

Key information

Post	Director of Housing and Communities
Location	King Street, Aberdeen. Hybrid / flexible working available to suit business needs.
Contract	Full time, permanent. 35 hours per week.
Salary	£77,626 - £86,251
Welcome period	A six month welcome period applies to all new employees. Slightly different terms and conditions apply during this period.

Recruitment schedule	Key dates and times
Closing date	Wednesday, 7 October 2026





Thank You!

Our Contact Information



www.langstane-ha.co.uk



01224 423000



680 King Street, Aberdeen



North Guildry Street, Elgin

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