albyn group

building homes...supporting communities

DIRECTOR OF GROUP HOUSING SERVICES

Recruitment Pack



Contents

01 A Warm Welcome

02 Group Overview

03 Our Vision, Values & Objectives

04 The Team & Leadership

05 The Benefits Package

06 More About Us

07 Job Description

10 Person Specification

12 Key Dates and Information



A Warm Welcome



Thank you for your interest in joining Albyn Group as our new **Director of Group Housing Services.**

This is an important new leadership role at an exciting point in Albyn's journey. We are setting our ambition for the years ahead, with a clear focus on delivering excellent services, investing in our homes, strengthening the voice of our customers and communities, and continuing to improve how we perform.

The Director of Group Housing Services will have a significant role in turning that ambition into action. We are looking for an experienced and motivated leader who can bring strategic thinking and strong operational leadership together, who is comfortable with challenge and change, and who shares our determination to deliver consistently excellent outcomes for our customers.

Our customers and people are central to Albyn's success. We want to build on our strengths while continuing to evolve how we work, how we listen and how we deliver. As a member of our Leadership Team, you will have the opportunity to influence beyond your own portfolio, contribute to the wider direction of Albyn Group and help shape the future of housing services across the Highlands.

This recruitment pack provides more information about Albyn, our ambitions for the future and what we are looking for in our new Director of Group Housing Services.

If our ambition interests you, **I would particularly encourage you to get in touch for an early, informal conversation about the role and what we are looking to achieve. You do not need to have decided that you want to apply. I would be very happy to talk through the opportunity, our future direction and any questions you may have.**

To arrange an informal discussion about the role, please contact myself at maureen.knight@albynhousing.org.uk.

I look forward to hearing from you.

Maureen Knight
Interim CEO

Group Overview

A housing-focused group operating across the Highlands of Scotland, we are dedicated to improving access to affordable housing and supporting sustainable communities. The group combines the social housing of Albyn Housing Society Ltd with the property management services provided through our subsidiary, Highland Residential. Together, we work to address housing needs and provide high-quality services to our customers across the Highlands.

Albyn Housing Society

Established in 1973, Albyn is a long standing housing provider operating across the Highlands of Scotland. We own and manage over 3,800 homes across a mixed tenure portfolio, reflecting the diverse needs of urban, rural and remote communities. Albyn is a key contributor to addressing the Highland Housing Challenge, using our scale, asset base and regional presence to deliver sustainable housing solutions. Homes are allocated through the Highland Housing Register, ensuring fairness, transparency and alignment with local housing need.

As a registered social landlord and charitable organisation, Albyn is committed to creating thriving communities by providing high-quality, affordable homes and delivering services that support tenants to sustain their tenancies.

Highland Residential

A wholly owned subsidiary of Albyn Group, Highland Residential's purpose is to generate revenue streams and profit for reinvestment in to projects and solutions that combat the significant shortage of affordable homes faced by local communities. The organisation combines commercial expertise with a strong social purpose, ensuring that its success contributes directly to the delivery of wider community benefits and affordable housing opportunities.

Highland Residential provides a comprehensive range of sales, lettings and factoring services across the region, supporting homeowners, tenants, landlords and communities through professional property management and housing services tailored to local needs.

Our Vision, Values & Objectives

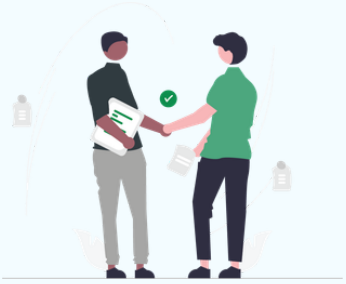
Our Vision

Maintain and build quality homes, providing excellent customer service, and giving opportunities for people and communities to flourish.

Our Values



Being caring



Being professional



Being adaptable

Our Strategic Objectives



Our Homes



Our Customers



Our People



Our Finances and Digital Services

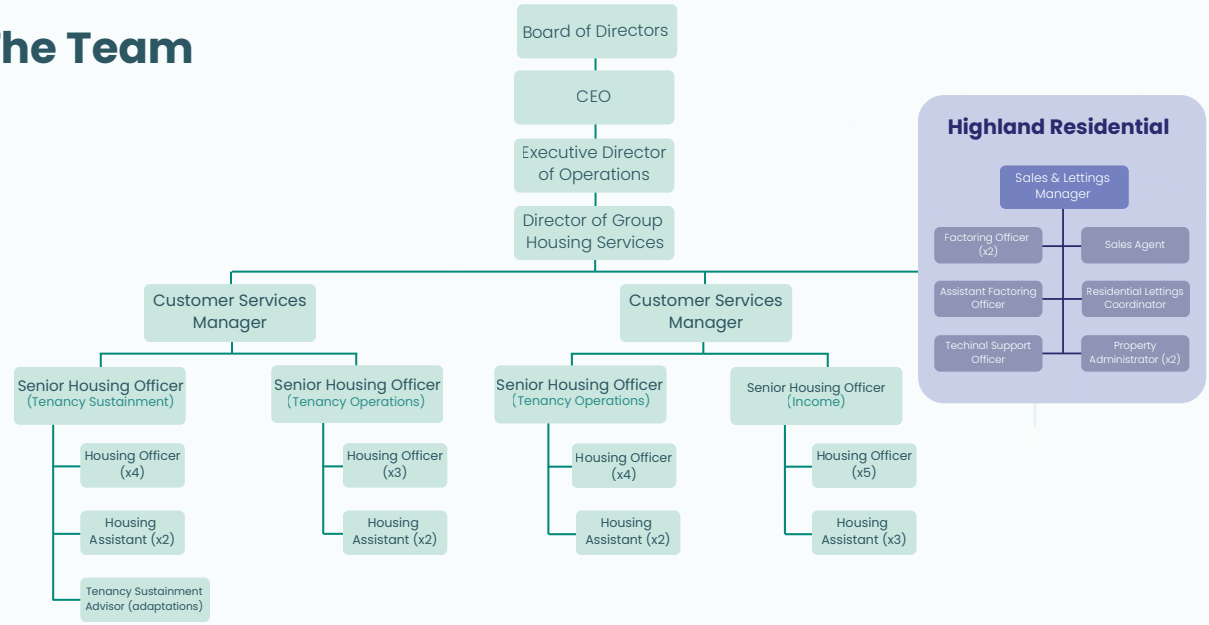


Our Partnerships



The Team & Leadership

The Team



Leadership Team



Maureen Knight
Interim Group CEO and Executive Director of Operations



Andrew Martin
Executive Director of Group Services



Robert Buchanan
Director of IT and Business Services



Laurie MacLeod
Head of HR & Organisational Development

The Benefits Package

Salary: Circa £92,000 per annum + £6,000 car allowance

Location: Invergordon or Inverness with hybrid working

*An additional travel or relocation allowance may be considered as part of the overall salary package, with the potential of up to £4,000 towards travel expenses **or** £8,000 towards relocation costs.*

Annual leave

40 days (pro rata) leave annually. This consists of 12 public/business holidays and 28 days annual leave.

Pension

9% employer contribution with the opportunity to increase your contribution using salary sacrifice.

Life assurance

Life assurance paid at 4x your annual salary.

Work life balance

We recognise the benefits of a good work/life balance. We offer flexi and hybrid working, in line with business needs.

Professional fees

We pay one set of annual professional fees where appropriate to the role being undertaken.

Learning & Development

We promote development within our organisation and give access to various training routes.

Health & Rewards

Access to a Health Cash Back Plan which includes retailer discount rewards and EAP Membership.

Day one sick pay

We offer enhanced sick pay from day one to all employees which grows with length of service.

More About Us

Click a section to find out more.

Annual Report
Read the full year in review →

Business Plan
Our 2022–2027 priorities →

Board Members
Albyn Housing Society →

Board Members
Highland Residential →



Job Description

Title of Job	Director of Group Housing Services
Location	Hybrid - Inverness or Invergordon office base
FTE	1.0
Line Manager	Executive Director of Operations
Responsible for	Customer Services & HRIL management

PURPOSE AND SCOPE

To provide strategic and corporate leadership for housing and landlord services across Albyn Group, including services delivered through Albyn Housing Society and its subsidiary, HRIL, ensuring services across different tenures are customer-focused, high-performing, compliant, financially sustainable and positioned for future growth.

Building from an established and well-performing service, the postholder will provide the ambition, innovation and visible leadership required to take Group housing services to their next stage. They will engage and empower colleagues, anticipate changing customer needs and sector expectations, and create a culture of continuous improvement.

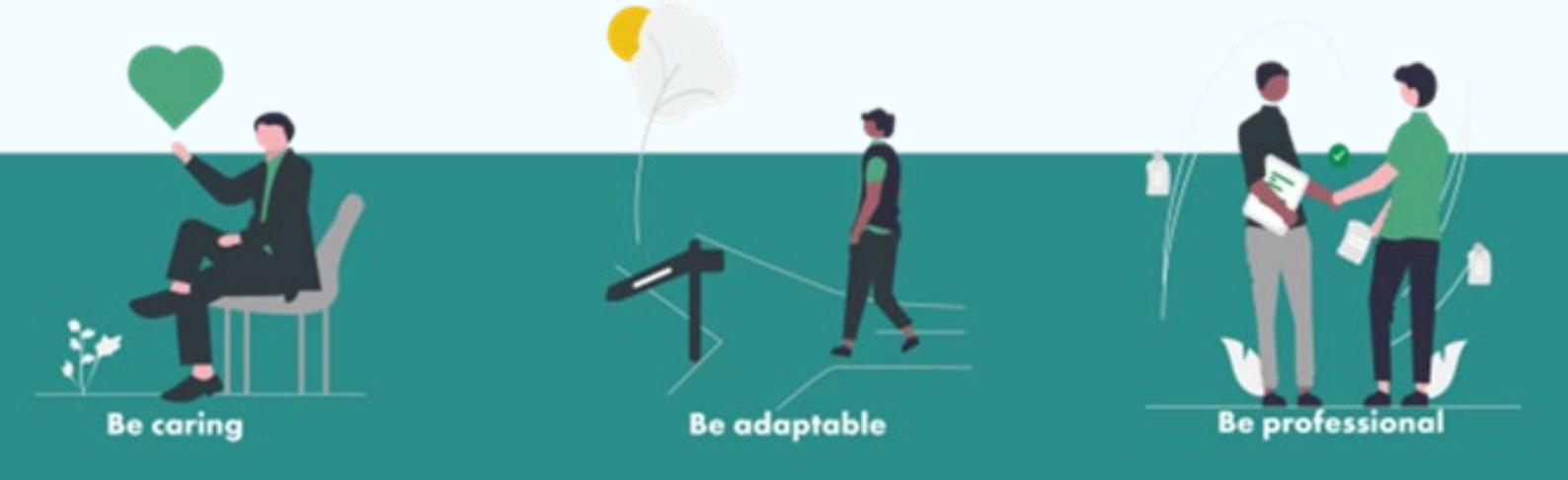
The postholder will champion the effective use of technology, data, customer insight and service redesign to support staff in their roles, simplify how we work and deliver better outcomes for tenants, customers and communities.

As a member of the Leadership Team, the Director will share collective responsibility for organisational strategy, governance, financial sustainability, risk and change. This role will provide professional advice and constructive challenge to the Chief Executive, Board and colleagues, while responding to the particular needs of rural and remote Highland communities.

KEY ACCOUNTABILITIES

1. Strategic and Corporate Leadership

- Lead the development and delivery of housing strategies, policies, service plans and improvement priorities, translating Albyn Group's objectives into clear outcomes and accountabilities.



- Contribute fully to corporate strategy, business planning, organisational change, risk management and collective Leadership Team decision-making.
- Provide authoritative advice, assurance and high-quality reports to the Chief Executive, Board and relevant committees on performance, risk, compliance, customer outcomes and emerging housing issues.
- Work as a corporate and Group leader first, avoiding functional silos and ensuring housing priorities are developed and delivered cohesively with property, development, finance, technology, people, governance and other corporate services.
- Contribute actively to the success of the wider Albyn Group, including matters extending beyond the postholder's direct functional responsibilities.
- Establish clear joint ownership of cross-team customer journeys and outcomes, particularly where responsibilities span housing, property, repairs, income management, customer services and external partners.

2. Housing and Customer Services

- Provide strategic oversight of housing and landlord services across the Group’s tenures, including socialrent, mid-market rent and other housing products, and across allocations and lettings, tenancy and estate management, anti-social behaviour, tenancy sustainment, income management, complaints and customer services.
- Ensure services are fair, accessible, inclusive, responsive and consistently applied, with effective arrangements for vulnerable households and people requiring accessible or supported housing solutions.
- Drive effective joint working between housing and property teams to make best use of homes, minimise void periods and rent loss, and support safe, sustainable neighbourhoods.
- Ensure tenant and customer voice, insight, complaints, scrutiny and participation meaningfully shape strategy, policy, service design and improvement.

3. Performance, Improvement and Innovation

- Establish a clear performance framework covering service standards, KPIs, budgets, customer outcomes and strategic objectives, supported by accurate and timely management information.
- Use data, benchmarking, audit findings, customer feedback and sector good practice to identify risks, address underperformance and lead measurable improvement.
- Lead and visibly champion service redesign and the use of technology, automation, data and customer insight to simplify processes, support staff in their roles and improve the accessibility, consistency and efficiency of services.
- Establish clear measures of success and ensure improvement activity is owned, monitored and demonstrates measurable benefits for customers, colleagues, service performance and financial sustainability.

4. Regulation, Governance and Risk

- Ensure housing services comply with relevant Scottish housing legislation, the Scottish Housing Regulator's requirements, the Scottish Social Housing Charter and Albyn Group policies.
- Maintain effective controls, quality assurance, policy review, regulatory returns and audit follow-up, supporting the Annual Assurance Statement and wider governance framework.
- Identify, manage and escalate material operational, financial, legal, regulatory, reputational and customer risks, providing reliable assurance to the Chief Executive and governing body.
- Promote sound information governance, equality, human rights, confidentiality and transparent decision-making.

5. Financial and Resource Management

- Lead preparation, management and monitoring of housing budgets, ensuring affordability, effective resource allocation, financial control and value for money.

- Contribute to medium- and long-term financial planning and ensure proposals are supported by robust business cases, financial analysis and assessment of longer-term implications.
- Oversee relevant procurement, commissioning, contracts and supplier performance within the housing remit.
- Balance service quality, tenant need, performance, risk and financial sustainability in setting priorities and making decisions.

6. Partnerships, Communities and Influence

- Develop and leverage strategic partnerships with local authorities, health and social care, other RSLs, community organisations, funders and sector partners to improve outcomes, extend Albyn Group's reach and identify opportunities for innovation, investment and service growth.
- Represent Albyn Group in relevant local and national forums and contribute to housing strategies, housing need and homelessness prevention activity where appropriate.
- Ensure services reflect the realities of rural and remote communities, including affordability, fuel poverty, transport, digital connectivity and access to support.
- Identify and develop opportunities to grow and broaden the Group's housing services, working across the organisation and with external partners to assess new tenures, service models, partnerships, shared services and funding opportunities that support the Group's strategic objectives.

7. Leadership and People

- Provide visible, accessible and engaging leadership, creating a clear sense of purpose and ensuring colleagues understand how their work contributes to better outcomes for customers and communities. Empower managers and frontline colleagues to make well-informed decisions within clear frameworks, avoiding unnecessary hierarchy and ensuring accountability remains close to service delivery; build leadership capability, workforce resilience, succession and professional development.
- Lead change well, recognise achievements, communicate progress and celebrate colleagues' contribution, fostering an inclusive, collaborative and accountable culture that reflects Albyn's values of being caring, professional and adaptable.
- Ensure staff understand and meet their legal, professional, health and safety and organisational responsibilities.

GENERAL RESPONSIBILITIES

- Act at all times in accordance withAlbyn Group policies, delegated authority, values and expected standards of conduct.
- Take reasonable care of personalhealth and safety and that of others, completing required learning and complying with safe working practices.
- Maintain continuing professionaldevelopment and undertake other duties reasonably consistent with the scope and seniority of the role.

Person Specification

SELECTION CRITERIA			
Criteria	**Essential**	**Desirable**	**Assessment**
Qualifications and development	Relevant professional housing qualification, or equivalent senior-level knowledge and experience; evidence of continuing professional and leadership development.	Relevant degree; CIH membership or Chartered status.	Application Interview References†
Senior leadership experience	Substantial senior management experience in social housing, a Registered Social Landlord, local authority or closely related organisation; leadership of managers, teams, budgets and strategic or service improvement plans.	Director, Head of Service or equivalent experience; leadership across rural or geographically dispersed communities. Direct evidence of operating across multiple tenures or subsidiary/group structures	Application Interview References†
Housing and regulatory knowledge	Strong knowledge of Scottish housing legislation, regulation and good practice, including the Scottish Housing Regulator and Scottish Social Housing Charter; broad understanding of housing management, allocations, tenancy sustainment, income and customer services.	Knowledge of local housing strategies, homelessness prevention, sector benchmarking and the interfaces with development and asset management.	Application Interview References†
Strategy, governance and performance	Proven ability to shape strategy, manage performance and risk, ensure regulatory compliance, interpret complex information and provide clear reports and recommendations to senior leaders, Boards or committees.	Experience of leading significant service redesign, transformation, digital improvement or crossorganisational programmes. Explicit evidence of measurable technology or service-redesign benefits.	Application Interview References†
Financial and commercial	Strong financial and analytical capability,	Experience of procurement, commissioning or contract	Application Interview

Criteria	Essential	Desirable .	Assessment
judgement	including budget management, business cases, resource prioritisation, value for money and balancing customer outcomes with long-term sustainability.	management.	References†
Leadership, influence and partnerships	Visible and inclusive leadership; excellent communication, influencing and relationship-building skills; ability to lead change, develop highperforming teams, offer constructive challenge and work effectively with partners and communities.	Active contribution to housing sector networks or professional forums. .	Application Interview References†
Values and personal effectiveness	High integrity, accountability, resilience and professional judgement; commitment to person-centred services, positive tenant outcomes, equality, diversity and inclusion; demonstrates Albyn's values of being caring, professional and adaptable; able to travel across the Highlands as required.		Application Interview References†

†References will be used where appropriate to the criterion and stage of the process.

ROLE REQUIREMENTS

- Work flexibly within Albyn Group's hybrid arrangements.
- Travel across the Highlands as the role requires; full driving licence required for car allowance.
- Attend Board, committee, partnership and sector meetings where required.
- Maintain the professional knowledge and credibility expected of a senior housing leader.

Key Dates & Information

Stage	Date
Closing date	6th December 2026
Interview	15th December 2026

How to Apply

Submit your CV along with a cover letter to recruitment@albynhousing.org.uk by the closing date.

To support our commitment to equality, diversity and inclusion, we ask all applicants to complete an Equal Opportunities Monitoring Form. The information provided is used solely for monitoring and reporting purposes to help us assess the effectiveness of our recruitment processes and ensure fair access to employment opportunities. This information is kept separate from your application and is not used in any recruitment decisions.

Click here to download an Equal Opportunities Monitoring Form

Where to find us

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