



Dalmuir Park
Housing Association

Your Future Our Future



CHIEF EXECUTIVE

Recruitment Pack

Welcome from our Chair



Dear Candidate,

Thank you for your interest in the Chief Executive position at Dalmuir Park Housing Association.

After six years of dedicated and values-driven leadership, our Chief Executive, Anne Marie Brown, will retire in April 2026. Her tenure has been one of real progress - strengthening our organisation, developing our people, and ensuring we are well placed to build on that success as we look to the future.

As Chair, I'm proud of the organisation DPHA has become. We are a strong, Community-based housing association with a genuine connection to the people and places we serve. In 2024, we launched an ambitious five-year Business Plan which sets a clear direction for growth, improvement and resilience. It outlines how we will continue to provide excellent services, invest in our homes and people, and play an active role in shaping a vibrant Dalmuir for years to come.

This is an exciting and strategically important time to join us. We are evolving as an organisation - strengthening governance, embedding a culture of continuous improvement, and embracing innovation to support service delivery and employee wellbeing. The next Chief Executive will play a pivotal role in leading that work, ensuring that our strategic goals are met, and that our values remain at the heart of everything we do.

We're looking for someone who can combine strategic leadership with a collaborative, people-focused approach. Someone who understands that success comes from working together, with our staff, Board, partners and the community, to achieve lasting impact.

I'd encourage you to take time to learn more about who we are and what we stand for. If you'd like an informal chat about the role or our future ambitions, feel free to contact Anne Marie Brown at annemarie.brown@dpha.org.uk.

Thank you again for your interest and for considering leading the next chapter in DPHA's story.

Warm regards,

Gavin Waddell
Chair of DPHA

About Us

Dalmuir Park is a community Housing Association based in the heart of the Dalmuir area, West Dunbartonshire. We currently own and manage 690 homes across the local area including 2 sheltered housing complexes. We are also a registered property factor and provide factoring services to 154 owners.

Our talented organisation, made up of approximately 35 team members, is split across the areas of Customer Services, Finance & Corporate Services, Sheltered Housing and Out-of-School Care. As such, we have 3 main workplace locations including our office in the historic Beardmore House.

We hold a strong track record in creating positive relationships with our customers and our local community, but we have ambitions plans to develop as an organisation. In order to continue providing high quality services which exceed expectations, we are encouraging our people to embrace technology, challenge the status quo and be innovative in their roles.

Our office and other locations are ideally situated on the western side of Glasgow, only a short drive from the Erskine Bridge. We have excellent public transport links to all our locations in being positioned along the main bus route and a short walk from Dalmuir train station.



Values



CUSTOMER FOCUSED - Empowering our people and customers to fulfil their potential. Customers are at the centre of our business decision-making process.



COMMITTED - Taking responsibility for our decisions and actions. We always do what needs to be done and we think carefully about every penny we spend.



COMMUNITY BASED - Understanding the needs and aspirations of others and mindful of our impact on people, communities, and the environment in everything that we do.



CARING - Ensuring that we help our customers feel listened to and safe and secure at home and in.

Why Join Us?

We are proud to be an Investors in People Gold status employer, underlying our commitment to placing our people at the heart of everything we do. As an employer of choice in our local community, there is no better time to be joining DPHA as we continue to thrive with our five-year business plan of growth and evolution.

One of our strategic objectives between 2024-29 is to “invest in our people to develop their talents and raise our performance”. We are ready to invest in individuals who are willing, ready to learn and hold a passion for what they do. We want energy and enthusiasm to help elevate DPHA and in return, we believe we can offer you a development journey worth consideration.

The successful candidate will join an experienced team of people, many of whom have developed their career with DPHA across several years.



People Benefits

Our workplace culture is built upon a foundation of employee health wellbeing. Ensuring that everyone at DPHA achieves a healthy work-life balance has been crucial to our success in recent times and we are committed to maintaining that. Whilst we consider this to be a vital benefit of joining us, some others perks are listed as follows:

- Health and Wellbeing Initiatives
- Social and Community Events
- Learning and Development Culture
- Counselling Service
- Pension Contribution of 12%
- Family Friendly Policies
- Flexible/Hybrid Working Options
- Professional Membership Fees
- Enhanced Annual Leave
- Salary Sacrifice Scheme



Role Details

Salary: £78,369 to £81,725 (SM16-18)

Contract: Permanent; Full-Time

Hours: 35 hours per week

The Role

- Your core place of work will be at Beardmore House, 631 Dumbarton Rd, Dalmuir, Clydebank G81 4EU, with the option to work remotely.
- Annual leave entitlement of 8 weeks (pro-rata) split between 25 annual leave days and 15 public holiday days.

The Team

- You will head up the Leadership team, consisting of our Finance and Corporate Services Manager, Customer Services Manager and Care Services Manager.
- Other members of the leadership team include the Head of People and Culture.

The Rest

- All appointments are subject to satisfactory reference checks, Disclosure Scotland checks and a six-month probationary period.
- You will be automatically enrolled into the Scottish Housing Association's Pension Scheme (SHAPS) providing you meet the auto-enrolment criteria. This is a defined contribution pension.



Job Description

ROLE DETAILS

Job Title:	Chief Executive	Service Area:	Corporate Governance
Based:	Beardmore House	Report to:	The Board
Grade:	SM16-18	Salary:	£78,369 to £81,725

ROLE SUMMARY

As Chief Executive of Dalmuir Park Housing Association (DPHA) you will strategically lead, shape and develop DPHA as a people-centric, empowered and evolving organisation that is redefining standards in housing and care service delivery and performance, with vision, passion and integrity.

As an ambassador for DPHA you will ensure that the organisation is well-respected by its tenants, customers, our communities, and by key stakeholders; you will create and nurture strong strategic partnerships that support DPHAs strategic purpose and vision. You will ensure the organisation operates within its approved strategy and policy framework, demonstrating compliance with regulatory and legal obligations.

You will provide inspirational strategic and operational leadership to DPHA. You will work collaboratively with the Board of Management and the Leadership Team to develop and implement strategic goals and objectives as outlined in our Business Plan; you will ensure we achieve success together.

ROLE RESPONSIBILITIES

Strategic Direction

- Provide strategic leadership, direction, guidance and support to the Board and communicate the Board's decisions to the Leadership Team and other staff.
- Lead the development and implementation of our 5-year Business Plan and Strategic Delivery Plan, ensuring the short, medium and long-term viability and success of the organisation.
- Ensure appropriate objectives, plans and targets are agreed and cascaded throughout the business to achieve our vision, strategic goals and objectives.
- Define, develop, implement and review policies, performance Management, risk management, Health & Safety, community investment and finance strategies and frameworks, which comply with regulatory and legal requirements and good practice and achieve Value for Money.
- Ensure we continue to be a landlord, service provider and an employer of choice.

Job Description

Leadership

- Lead by example, adopting a leadership style which champions our values, inspires, empowers and develops staff to fulfil their potential and deliver high levels of performance and innovation.
- Embrace our working mantra: 'what we permit we promote'.
- Be an effective member of the Leadership Team, working collaboratively with the Heads of Service, your depute and the Board to ensure DPHA is a sustainable, ambitious, dynamic and successful organisation.
- Line manage members of the Leadership Team, providing guidance and support to help team members flourish and achieve success.
- Maintain a working environment throughout the organisation where equality, diversity and inclusion and health and wellbeing are valued and championed.
- Create a thriving learning environment, one that encourages creativity and fosters innovation.

Strategic Management

- Lead on the preparation, monitoring, review and implementation of budgets, 30-year financial projections, Business Plan strategic goals and objectives, key performance indicators and targets.
- Ensure our financial affairs are properly managed and controlled; that effective financial strategies and processes are in place to support and sustain our activities; meeting Business Plan requirements and achieve efficiencies and Value for Money.
- Ensure the organisation has appropriate management systems and ICT infrastructure and resources in place to meet current and future business and communication needs.
- Keep under review the organisational staff structure, ensuring it is fit for purpose, with appropriate resourcing to meet current and future business needs, whilst retaining and attracting new talent.

Performance

- Lead a strong performance improvement culture, with a commitment to service excellence, innovation and value for money – champion our successes.
- Champion effective performance management and appraisal systems that enable staff and Board members to self-reflect on their effectiveness, successes and personal development.
- Ensure tenants and customer needs are anticipated, well understood and responded to.
- Ensure we deliver on our budget commitments and tenants and customers are satisfied with our service delivery and we are achieving Value for Money.

Services Excellence

- Proactively contribute to the growth of the Association's business, seeking opportunities that realise our vision, strategic goals and objectives.
- Continually identify and keep under review future service challenges and opportunities and develop appropriate strategic solutions in an innovative manner.
- In all aspects of our work, promote effective communications, excellence in customer service, personal accountability and a focus on continuous improvement and being the best, we can be.
- Seek creative ways to engage with our tenants and customers to improve our service delivery, ensuring tenants and customer's voices are heard and listened to and have the opportunity to influence decision making.

Job Description

Governance

- Advise the Board on issues of governance, regulatory and legal compliance, strategy, policy, conduct, rules, risk, Health & Safety and financial probity.
- Co-ordinate services to the Board, Sub-Committees and other formal meetings to support our commitment to excellent governance, ensuring Board members receive accurate and timely information to support effective decision making.
- Fulfil the duties as Company Secretary of DPHA and perform any other duties as agreed by Board.
- Develop positive relationships between the Board and the Leadership Team, with open and transparent dialogue within and out with Board and Sub-Committee meetings.
- Ensure effective systems of robust governance, risk management, health & safety and financial management are in place and regularly reviewed.
- Support the Board to ensure it is appropriately resourced, skilled, motivated, inspired and ambitious to achieve strategic success for DPHA.

Relationship Management

- Act as ambassador for DPHA at all times, continually leading by example, internally and externally.
- Be pro-active in the development and nurturing of key partnerships, working with stakeholders to ensure effective co-ordination and delivery of services with other organisations, agencies and partners.
- Protect and positively promote our reputation and successes locally, nationally, and throughout the housing sector; utilising media and social media opportunities as a means to achieve this.

Person Specification

ROLE DETAILS			
Job Title:	Chief Executive	Service Area:	Corporate Governance
Based:	Beardmore House	Report to:	The Board
Grade:	SM16-18	Salary:	£78,369 to £81,725

QUALIFICATIONS		
	Essential	Desirable
Educated to degree level and/or significant relevant work experience	✓	
Current membership of the Chartered Institute of Housing and/or a related professional body	✓	
Leadership qualification		✓

EXPERIENCE/KNOWLEDGE		
	Essential	Desirable
A track record of leadership, experience of working at an executive level and working with a Board	✓	
Experience of successfully leading and managing people, developing and nurturing successful, cohesive and innovative teams	✓	
Experience in developing, implementing and reviewing strategy and policy in a social housing environment	✓	
Experience of managing significant change within a working environment	✓	
A track record of acting with integrity and accountability	✓	
Experience of public speaking, inspiring audiences and influencing change	✓	
Experience of leading successful change programmes with employee, customer and stakeholder engagement and collaboration	✓	
Experience of effective partnership working with key stakeholders	✓	
Experience of embedding strong and sustainable corporate governance in the context of voluntary governing bodies	✓	
Experience and a good understanding of corporate finance, accounting, performance management, risk, health and safety, internal and external audit, including strategic financial management in the housing sector	✓	
Experience of developing and implementing community investment initiatives and in partnership with others		✓
Ability to identify, explore and initiate new business opportunities and innovation	✓	
Ability to translate strategy into short-, medium- and long-term plans	✓	

Person Specification

	Essential	Desirable
Significant knowledge of regulatory and legal requirements, statutory frameworks and policy issues which impact on social housing and care providers	✓	
Knowledge of the Care Inspectorate and providing care services		✓
Relevant knowledge of ICT systems, and experience of championing the use of new technology to develop innovative systems and services	✓	
Understanding of financial frameworks and funding mechanisms		✓

SKILLS/QUALITIES		
	Essential	Desirable
A high level interpersonal and communication skills, including report writing, negotiating, influencing, and presentation skills	✓	
Ability to act as a valued ambassador for DPHA and continually lead by example	✓	
A motivational leader, who coaches and inspires others to achieve service delivery	✓	
IT literate and willing to champion the digital and AI technology	✓	
Proactively demonstrate commitment to equality, diversity and inclusion	✓	
Proactively demonstrate people-centric skills and commitment to health and wellbeing	✓	
Exercise good judgement, confident in own knowledge, able to give advice to others and be accountable for that advice	✓	
A creative, collaborative and innovative approach to problem solving	✓	
Resilient, robust, confident and determined, but self-aware	✓	
A strategic thinker and planner with the ability to identify and maximise business opportunities	✓	
Organised and capable, able to deal with a varied workload and the ability to handle change and prioritise work accordingly	✓	
Have the skills to ensure a positive and nurturing culture is the driving force behind performance and innovation	✓	
Commitment to your own personal development and learning	✓	
Personal alignment with DPHAs values and with the principles of equality, diversity, inclusion and social justice	✓	

Competency Framework

Competency Framework

Strategic Leadership and Governance

- Translate organisational vision into actionable strategies that balance short, medium, and long-term priorities.
- Uphold high standards of governance, compliance, and integrity, ensuring robust risk and performance management.
- Lead with transparency and accountability, making evidence-based decisions and fostering a culture of ownership.

People, Culture and Change

- Inspire and develop our people, championing inclusion, wellbeing, and continuous learning.
- Lead change with empathy and resilience, supporting teams through transitions and transformation.
- Promote a positive, values-driven culture that encourages innovation, collaboration, and personal growth.

Customer and Community Impact

- Ensure services are responsive to tenant and community needs, promoting excellence and engagement.
- Build strong relationships with local communities and stakeholders to enhance social impact.
- Champion customer voice and involvement in shaping service delivery and organisational priorities.

Financial and Operational Excellence

- Provide strategic oversight of financial planning, ensuring sustainability and value for money.
- Balance commercial awareness with social purpose, identifying opportunities for growth and improvement.
- Embrace digital transformation and modern systems to improve efficiency and service quality.

Influence and Collaboration

- Communicate with clarity and conviction, building trust across all levels and acting as an ambassador.
- Build and nurture strategic partnerships locally and nationally to enhance impact and service delivery.
- Demonstrate political awareness and foster collaboration to achieve shared goals in complex environments.

How to Apply

To apply for this opportunity, please submit your CV and a covering letter detailing how you meet the essential criteria for the role to richard.fairley@dpha.org.uk.

The closing date for applications is 12pm on Monday 8th December 2025.

Following this, shortlisted candidates will be contacted and invited to attend a first assessment stage with the panel, consisting of Board members and the Head of People and Culture.

It is anticipated that the first assessment stage will be held either the 12th or 13th January, with the final stage scheduled for 26th January 2026. Candidates progressing to the final stage will also be asked to complete psychometric testing, the results of which will be used to support the overall assessment process.

Thank you and good luck with your application.

Equality, Diversity and Inclusion

We are committed to building a diverse and inclusive workforce that reflects the community we serve. As an equal opportunities employer, we welcome applications from all individuals, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We are proud to promote fairness, dignity, and respect for all. Should you require reasonable adjustments to submit your application, or at any stage of the recruitment process, please do not hesitate to contact Richard at richard.fairley@dpha.org.uk or call us on 0141 952 2447.

