



**Dalmuir Park
Housing Association**

Your Future Our Future



HEAD OF HOUSING Recruitment Pack

Welcome to DPHA



Dear Candidate,

Thank you for your interest in joining us at Dalmuir Park. This is a genuinely exciting moment in our organisation's journey, and I'm delighted that you are considering becoming part of it.

I have recently taken up post as Chief Executive, and this is a timely opportunity to help shape the next phase of the Association's development. We are entering a new chapter - one focused on strengthening our leadership capacity, sharpening our strategic priorities, and continuing to deliver high-quality, people-centred services for our tenants and communities.

As part of this transition, we have restructured our senior team to create clearer focus and stronger professional leadership across our core services. The Head of Housing role sits at the heart of this change. Alongside the Head of Assets, this post provides a balanced and effective leadership model, ensuring that housing services remain tenant-focused, compliant, and well positioned to meet future challenges.

The Head of Housing will play a pivotal role in setting direction, driving performance, and embedding high standards across housing management, income, tenancy sustainment and customer experience. This is an opportunity not just to lead but to help shape how it evolves - influencing culture, approach and priorities at both a strategic and operational level.

Working closely with me and other members of the Leadership Team, you will be trusted to bring professional insight and support a collaborative, forward-looking way of working. Whether you are stepping into your first Head of Service role or bringing significant senior experience, you will have real scope to make your mark and contribute meaningfully to the organisation's future.

At Dalmuir Park, we are proud of our strong community roots, our committed staff team and our values of respect, integrity and accountability. We are equally clear that strong leadership is central to our success, and we are committed to creating an environment where our leaders are supported, empowered and able to thrive.

If you are motivated by making a tangible difference, leading people with purpose, and helping to shape services that genuinely matter, I would be delighted to receive your application.

Warm regards,

Colin McCulloch
Chief Executive

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
- Mediacash Health Care Plan
- 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: £58,052 - £61,206 (SM2-SM4)

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 Housing team, consisting of two Housing Officers with support from a Senior Customer Services Advisor and Customer Services Advisor.
- The postholder is also a key member of the leadership team working alongside the Chief Executive, Head of Finance & Corporate Services/Depute Chief Executive, Head of Housing, Head of Care Services and 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:	Head of Housing	Service Area:	Housing Services
Based:	Beardmore House	Report to:	Chief Executive
Grade:	Grade 9: SM2-4	Salary:	£58,052 - £61,206

ROLE SUMMARY

As a member of the Leadership Team, the Head of Housing provides strategic and operational leadership for the Association's housing services, ensuring that Dalmuir Park's tenants, customers and community receive high-quality, safe, sustainable, and customer-focused outcomes.

Reporting directly to the Chief Executive, the postholder translates the Association's vision, values, Business Plan, and strategic goals and objectives into effective housing strategies, operational plans, and performance frameworks. They provide professional assurance to the Chief Executive and the Board on housing performance, regulatory and compliance, risk management, and service quality.

The postholder leads a small professional team and works collaboratively with fellow members of the Leadership Team, particularly the Head of Assets, to ensure a joined-up approach to service delivery, continuous improvement, and organisational performance. Acting as a senior ambassador, they represent the organisation with tenants, customers, regulators, partners, and the wider housing sector.

ROLE RESPONSIBILITIES

Strategic Leadership

- Lead the development, implementation, and review of the Association's housing strategy, ensuring alignment with the Business Plan and organisational vision.
- Contribute to the development of the Business Plan and other key strategic documents.
- Advise the Chief Executive and Board on housing performance, regulatory and legal compliance, sector trends, and risk management.
- Translate strategic goals and objectives into operational plans with clear deliverables, responsibilities, and KPIs.
- Monitor and report progress against strategic goals and objectives and recommend interventions.
- Identify and promote innovation opportunities to improve tenant outcomes, service delivery, and operational efficiency.
- Champion digital systems and technology-enabled service delivery within housing services.

Housing Operations and Service Delivery

- Oversee housing management functions, including: tenancy and lease management; allocations and lettings; void and re-let management; rent collection and arrears recovery; anti-social behaviour; estate and neighbourhood management; and tenancy sustainment initiatives.
- Maintain policies and procedures in compliance with legislation, SHR guidance, and best practice.
- Ensure compliance with the Scottish Social Housing Charter and regulatory standards, including timely submission of ARC returns.
- Develop, monitor, and drive performance against KPIs, using tenant insight and data to improve services.
- Lead initiatives to streamline processes, improve efficiency, and ensure consistent service delivery and tenant and customer satisfaction.
- Provide oversight and support for vulnerable tenants, including those in supported or sheltered housing.
- Respond to complex operational issues and escalated tenant concerns.
- Ensure effective tenant communication regarding services, policies, and changes.

Community Engagement and Service Excellence

- Deliver high-quality, tenant-centred services informed by tenant voices in policy, service design, and operational delivery.
- Implement and monitor tenant engagement frameworks, including scrutiny groups, focus groups, and surveys.
- Develop initiatives to strengthen tenant engagement, strengthen our communities, encourage participation, and promote social inclusion in line with equality, diversity and inclusion practices.
- Lead complex complaints and appeals processes, ensuring timely and professional resolution.
- Analyse tenant feedback to drive continuous improvement.
- Contribute to achieving net zero targets, energy efficiency, and fuel poverty reduction.

People Leadership and Development

- Directly manage the housing team, providing guidance, coaching, and performance management.
- Foster a culture of accountability, collaboration, and professional growth.
- Identify training and development needs, ensuring staff are appropriately skilled and supported.
- Lead recruitment, onboarding, and induction of new housing staff.
- Promote cross-team collaboration and effective communication with other teams.

Governance, Compliance and Risk

- Maintain a thorough understanding of housing legislation, regulatory guidance, and sector best practice.
- Ensure housing policies and procedures are current, accessible, and compliant.
- Prepare reports for the Board, Sub-Committees, and regulators on housing performance, risk, and improvement plans.

- Proactively identify and mitigate operational and strategic risks, including tenancy fraud, safeguarding, and health & safety.
- Contribute to business continuity planning for housing services.
- Ensure high-quality data and compliance with information governance requirements.

Financial and Resource Management

- Take accountability for the housing services budget, ensuring value for money and financial sustainability.
- Monitor income and expenditure, highlight variances, and recommend corrective actions.
- Oversee procurement and contracts for housing management-related services to ensure quality, compliance, and value for money.
- Support resource planning, including staffing, technology, and service contracts.
- Contribute to business case development for capital or service improvements.

Partnerships and External Engagement

- Build and maintain strong relationships with tenants, local authorities, community partners, regulators, and other housing providers.
- Represent the Association externally at policy forums, partnership groups, and sector events.
- Collaborate with partners to enhance tenant support, housing opportunities, and community development initiatives.

Other

- While this job description outlines the main areas of responsibility, no job description can cover every eventuality. As such you will be expected to offer flexibility, and a willingness as may reasonably be required to successfully fulfil the role and respond to the dynamic and changing needs of the organisation.
- Any other relevant duties as agreed by the Chief Executive.

Person Specification

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QUALIFICATIONS		
	Essential	Desirable
Degree-level qualification or equivalent professional experience in housing or a related field	✓	
Recognised professional housing qualification (e.g. CIH Level 4 or above, or commitment to work towards)	✓	
Current membership of the Chartered Institute of Housing and/or a related professional body	✓	
Leadership or management qualification (e.g., ILM, CMI, or equivalent)		✓

EXPERIENCE/KNOWLEDGE		
	Essential	Desirable
Substantial experience in housing management within a Scottish Registered Social Landlord or local authority	✓	
Proven experience in: tenancy and lease management, allocations, rent recovery, anti-social behaviour, and tenancy sustainment	✓	
Experience of strategic and operational leadership, including people management and performance oversight	✓	
Knowledge of Scottish housing legislation, the Social Housing Charter, and regulatory frameworks	✓	
Experience preparing reports for Boards, Committees, and regulators	✓	
Track record in service improvement, KPI monitoring, and managing complex tenant issues	✓	
Experience of regulatory engagement, digital transformation, or service redesign		✓
Knowledge of partnerships, net zero, energy efficiency, and information governance		✓

SKILLS/QUALITIES		
	Essential	Desirable
Strong strategic, leadership, and people management skills	✓	
Excellent communication and influencing abilities for internal and external stakeholders	✓	
Organised, resilient, and able to balance competing priorities	✓	
Commitment to customer-focused, inclusive, and tenant-centred services	✓	
Flexible, adaptable, and able to drive continuous improvement	✓	
Strong report writing and presentation skills	✓	
Innovative, able to champion service improvements and digital solutions		✓
Confident external ambassador for the organisation		✓

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 recruitment@dpha.org.uk.

Your covering letter should highlight your relevant skills, experience, and what attracts you to joining Dalmuir Park Housing Association at this exciting stage in our journey.

The closing date for applications is 12pm on **Monday 4th May 2026**.

After the closing date, all applications will be reviewed against the essential criteria. Shortlisted candidates will be contacted directly and invited to attend an interview with a panel consisting of the Chief Executive, Depute Chief Executive, Head of People and Culture, and a DPHA Board Member.

It is anticipated that interviews will be held in mid-May.

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 adjustments to submit your application, or at any stage of the recruitment process, please do not hesitate to contact recruitment@dpha.org.uk or call us on 0141 952 2447.

