



Director of Operations & Compliance Parkhead Housing Association

Application Pack



WELCOME

Thank you for your interest in Parkhead Housing Association Ltd.

This pack explains a bit about who we are, what we need from you and what you need to do to apply.

Our values shape how we act, our decisions and the services we provide. Our employees and Board share our values that put our customers at the centre of our service delivery.

We recognise that our employees are key to the successful delivery of our services. As we really care about our employee's wellbeing we offer a healthy work/life balance through many benefits, one of which is hybrid working, this has been well received and appreciated by our employees.

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief.

We are committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

We look forward to receiving your application.

Aileen McGuire
Chief Executive Officer

About Us

Parkhead Housing Association based in the East End of Glasgow was established in 1977. We are a registered social landlord and a society under the Cooperative and Community Benefit Societies Act 2014. We are also a registered Scottish charity.

Parkhead Housing Association acts as the parent organisation of a group structure. There are currently two subsidiaries in the Group, Parkhead Development Company and Parkhead Lettings Company. Parkhead Development Company began trading in October 2016 and provides estate management and close cleaning. Currently the subsidiary's only customer is Parkhead Housing Association, but this may change over time as our subsidiary grows its customer base. Above all our subsidiary aims to create long term sustainable job opportunities for the area.

The Board of Parkhead HA retains overall responsibility for the strategic direction and control of the Group and our Chief Executive acts as Group Chief Executive. We have formal agreements in place which sets out our relationship with our subsidiaries. In its role of setting policy direction the Board of Parkhead HA also identifies which policies and strategies apply to the Group as a whole.



Our Track Record

Over the past 45 years, Parkhead HA has grown into a highly successful social landlord and provider of crucial community services. We now own and manage over 1700 homes, 16 commercial units and stores including our own offices, Parkhead Schoolhouse, The Drill Hall Pantry, and several homes and hostels leased to partners to provide specialist and supported accommodation. We have a comprehensive asset management plan in place ensuring that our assets are well looked after and remain fit for purpose.

We have successfully used our role as a housing developer not just to increase the supply of affordable housing but also to redevelop waste land and gap sites, to acquire and repair poorly maintained tenements, and to work alongside partners such as Glasgow Buildings Preservation Trust and the Townscape Heritage Initiative to protect and conserve Parkhead's important heritage.

We provide a range of housing tenures including shared ownership and mid-market rent (via our subsidiary). We have also responded to the changing needs of our customers as well as the changing funding priorities and have moved to a retirement housing model.

Today we have an annual turnover nearing £10m and a strong balance sheet. We perform well across all key performance indicators and manage our risks well. We provide a wide range of specialist services including our highly successful Welfare Rights service, as well as cost effective factoring services to over 300 owners.

Over the years we have supported many local groups and projects including bringing the Drill Hall Pantry to Parkhead, a vital service to our community. We also have strong working relationships with a number of local organisations including Parkhead Youth Project, Playbusters, Menself, Geezabreak, Glasgow East Foodbank and many more.

We take our role as an employer very seriously and the culture of our organisation is always at the forefront of our strategic aims & objectives. We are fully committed to investing in training and education of our employees and this is reflected in our training plans and budgets.

We have a strong and effective Board recruited from the local community. We have strengthened our governance over the years and our Board takes seriously its responsibilities of ensuring its policies and practices comply with, and often exceed, current standards and good practice. In the last few years we have co-opted additional Board members where we recognised the value in bringing some additional specialist skills on to the Board.

We are proud of our achievements and remain ambitious to do more.



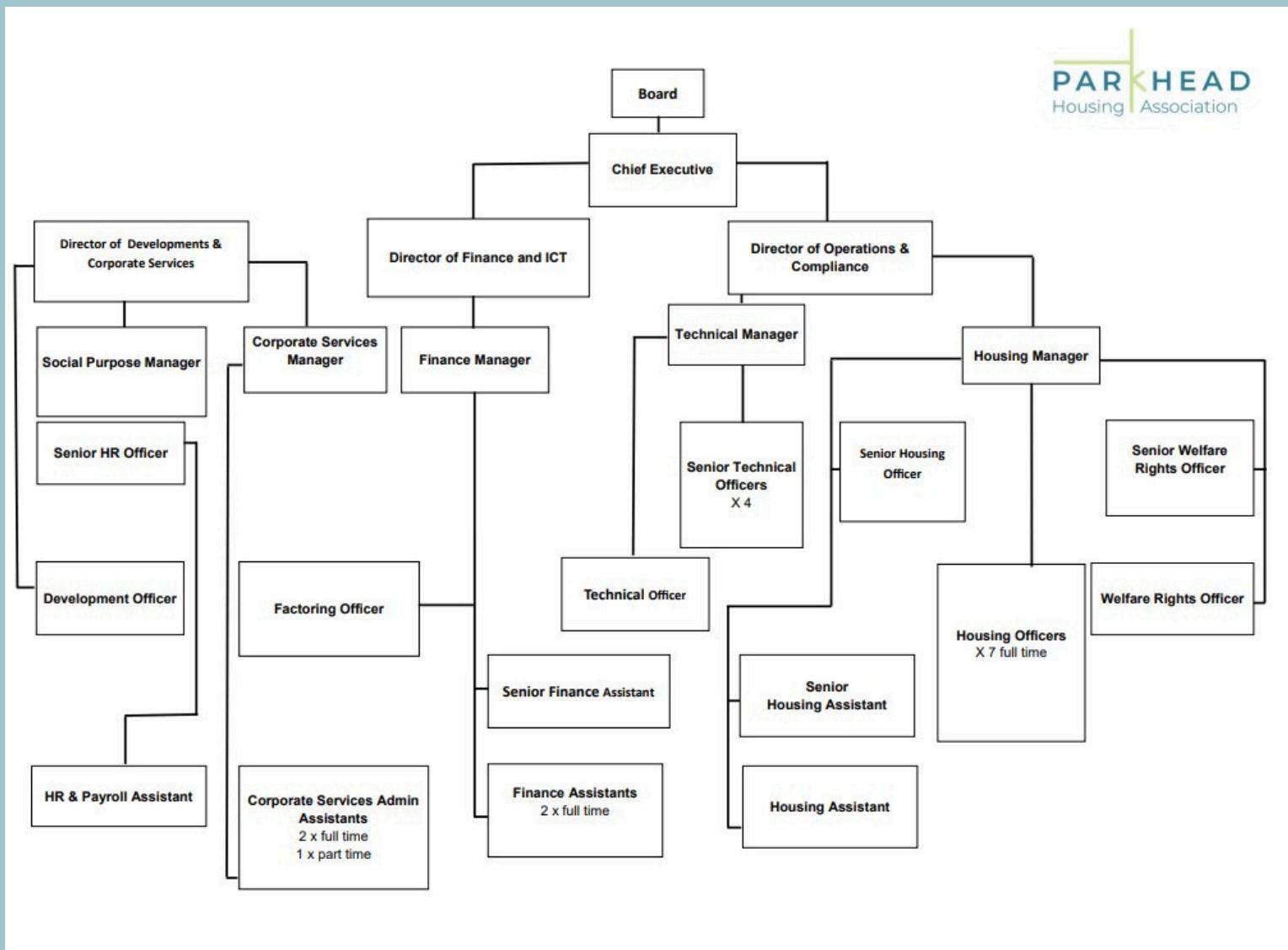
Our People

We recognise our staff to be our key asset to the successful delivery of our business plan. We care about our staff's wellbeing and want to foster a healthy work life balance for our staff team. This is particularly prevalent just now as we offer our staff team a hybrid working option which continues to be well used and appreciated across the board.

We encourage and support staff in reaching their own personal potential. We offer employees personal development and training opportunities as well as providing mentoring and job shadowing to facilitate succession planning within our organisation.

In order to ensure continuous improvement to our customer service we carry out annual Personal Development Reviews with staff to identify skill gaps and to recognise individual performance.

Organisational Chart

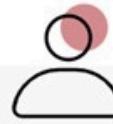
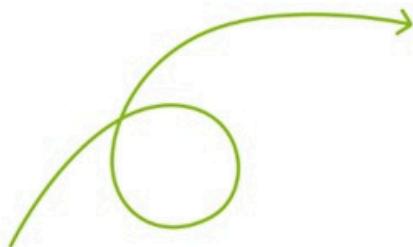


Our Mission Statement

We aim to be an excellent landlord and factor providing good quality affordable homes within the Parkhead area and its wider community. We promote the involvement of our stakeholders in our decision making so that we can be sure that our services meet their needs.

We work with the community and other partners to improve Parkhead as a place in which to live and we seek to play a significant role in the regeneration of the physical, economic and social life of Parkhead.

our core values



Community Centred

We ensure that the focus of our work meets the needs and aspirations of the Parkhead Community.



Service Excellence

We always provide the best possible level of services to all customers at all times.



Integrity

We are open and accountable, respect others and behave in a professional and ethical manner at all times.



Partnership

We work with others to improve services and improve the daily lives of our residents and other stakeholders.

We are full members of Employers in Voluntary Housing (EVH)

Why work for us?

Commitment to staff wellbeing including free flu vaccinations and free access to Employee Support Service

We members of Strathclyde Pension Scheme.

Generous holiday allowance of 40 days (including public holidays)

We offer hybrid working which allows for a better work life balance



About the Role

Job Title: Director of Operations & Compliance
Location: 40 Helenvale Street, Parkhead, Glasgow, G31 4TF
Contract: Permanent 35 hours per week (Hybrid Working)
Grade: EVH Grade SM16 – SM18
Salary: £78,369 - £81,725 with benefits

Established in 1977 as one of Scotland's first community-based Housing Associations, we have a strong track record of fantastic work in the local community. We now have a housing stock exceeding 1,750 units across a wide range of types and ages.

The group now comprises Parkhead Lettings Company, Parkhead Development Company, and we have a refurbished community and business facility at Parkhead Schoolhouse.

We are positioned close to Celtic Park and the Emirates Arena. The centre of our community is Parkhead Cross, which is a conservation area hosting a number of listed buildings.

We are currently looking to recruit an enthusiastic and talented Director of Operations & Compliance who will be responsible for strategic leadership and oversight of all aspects of housing operations, including housing management, property investment programmes, repairs and cyclical maintenance, support services, and health and safety. You will contribute at a strategic level to our Senior Management Team, embedding a culture of continuous improvement and ensuring compliance with all regulatory requirements.

The successful candidate should hold a relevant professional qualification and have a proven track record in leading complex, multi-disciplinary teams to deliver business transformation and great customer service.

We offer full EVH terms and conditions of employment, including a Strathclyde Pension Fund Career Average Pension Scheme to the successful candidate.

Please click [here](#) to download an application pack www.evh.org.uk/recruitment and email your completed application to Recruitment@evh.org.uk

Parkhead Housing Association Ltd aims to be an Equal Opportunities Employer with an Equality and Diversity Policy in place and welcomes applications from all sections of the community.

Closing Date: Tuesday 17th February 2026

Interview Date: Friday 27th March 2026

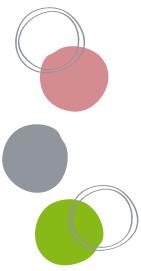




SUMMARY TERMS & CONDITIONS – DIRECTOR OF OPERATIONS & COMPLIANCE

Parkhead Housing Association operates the following principal conditions of service:

Grade	EVH Grade SM , Points SM16 to SM18
Salary	£78,369 - £81,725
Contract Duration	Permanent
Hours	35 hours per week (Hybrid Working)
Place of Work	Parkhead Housing Association John Ferguson House, 40 Helenvale Street, Glasgow, G31 4TF
Holiday Entitlement	40 days per annum (including 15 public holidays)
Sickness Benefit Scheme	As per EVH Terms and Conditions
Pension	Strathclyde Pension Fund (SPF) Career Average scheme
Notice Period	6 months
Salary Payment Date	25th of the month
Professional Fees	One set of relevant professional fees will be paid annually
Travel	Mileage will be paid for travel in connection with the Association's business



PRINCIPAL RESPONSIBILITIES

Overall responsibility for Operations team performance and achievement of KPIs.

Ensure Directorate are well informed and the Board are fully assured on all Operational issues.

Ensure the Association is fully compliant with all regulatory and legislative requirements including equalities in respect of its operational functions.

Overall responsibility for the morale, wellbeing and personal professional development of the Operations team.

Standing member of Directorate and Senior Management Team.

Attend all Board and Policy and Performance subcommittee meetings.

Develop positive relationships with external partners and positively promote PHA to external organisations and other external stakeholders.

RELATIONSHIP/POSITION IN THE ORGANISATION

Team: Operations

Line Manager: Chief Executive Officer

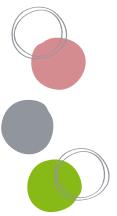
CORE OBJECTIVES

Actively promote the Equality Policy in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

Compliance with all the Association's policies and procedures.

Actively promote a culture that underpins the Association's values that is instilled both in the decisions made by and the behaviours of all colleagues and individuals who represent the Association.

Commit to training and skills development.



MAIN TASKS

- Provide strategic leadership, direction and support on housing management and technical matters to the Directorate, Senior Management Team, the Management Board and colleagues across Parkhead Housing.
- Work with the CEO and the Senior Management Team to provide support to and Board to deliver excellent governance.
- Manage risks associated with our properties through developing and implementing housing and asset management strategies that align with the organisation's overall goals.
- Overseeing all aspects of health and safety within an organisation, including ensuring compliance with regulations, fostering a positive safety culture, and providing strategic guidance on safety matters.
- Show strong leadership and communication skills to effectively lead and motivate your team and communicate safety information to all stakeholders.
- Staying up-to-date with and implementing relevant health and safety legislation and regulations.
- Creating and maintaining a comprehensive health and safety management system, including policies, procedures, and training programs.
- Fostering a culture of safety throughout the Group, encouraging employee engagement and participation in safety initiatives.
- Offer guidance and support to managers and employees on all health and safety matters.
- Ensure delivery of technical contracts across reactive repairs, voids, cyclical maintenance and capital programme to the highest standard and comply with all legal and regulatory requirements
- Lead on effective procurement of asset activities, to ensure compliance with legislation, best practice and PHA's policies.
- Deliver the Asset Management Plan for the Association.
- Deliver the annual budget for rental income, technical expenditure to ensure compliance with that budget.
- Ensure sound financial management by managing budgets, ensuring value for money, and maximising the financial performance of our property stock.

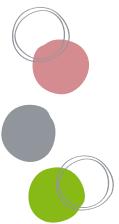


MAIN TASK (cont.)

- Ensure delivery of all housing management functions to highest standards and compliance with all legal and regulatory requirements.
- Ensure excellent stakeholder engagement throughout Operations by building and maintaining relationships with tenants, residents, government bodies, and other stakeholders.
- Contribute to overall strategy development and lead on strategy development specific to Operations.
- Provide strong leadership by leading and managing a team of housing and technical professionals.
- Ensure timeous review of all Operational policies to reflect legal or regulatory changes and best practice.
- Ensure all KPIs are met and provide action plans for recovery where appropriate.
- Be accountable for the overall delivery and preparation of the ARC including ensuring excellent performance in relation to the ARC indicators.
- Report on the ARC to PHA Board and tenants.
- Update the Thirty-Year component expenditure.
- Ensure the Associations Emergency plan is updated annually.
- Drive innovation and improvement in all housing management and technical practices.
- Maintain professional development, and report on relevant sector changes, threats, opportunities and innovations.
- Ensure all relevant Operational staff are fully conversant and compliant with any relevant legislation or regulatory guidance.
- Participate in the development of strategic documents including the Business Plan, and in the preparation of documents, plans and other communications.

PERSON SPECIFICATION

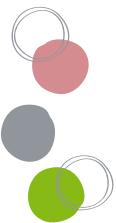
DIRECTOR OF OPERATIONS & COMPLIANCE



<u>Education Qualifications</u>	<u>Essential</u>	<u>Desirable</u>
Educated to University Degree level.	✓	
Membership of a relevant professional body (eg RICS, RIAS, CIOB, CIH)	✓	
Qualification in health and safety (eg IOSH,NEBOSH)		✓
<u>Experience</u>	<u>Essential</u>	<u>Desirable</u>
Proven experience in a senior leadership role, with responsibility for team performance in housing management and technical operations.	✓	
Extensive experience in providing strong leadership by leading and managing a team of housing and technical professionals.	✓	
In-depth knowledge of housing and asset management strategies, including the delivery of high-quality repairs and maintenance services.	✓	
Experience in financial management and controls.	✓	
Significant procurement experience.	✓	
Experience of leading teams to deliver effective, high quality services.	✓	

Experience of working with and reporting to Boards of Management.	✓	
Proven experience of overseeing all aspects of health and safety within an organisation.	✓	
Significant experience of front-line customer interaction.	✓	
Experience of preparing ARC information, interrogating the data and reporting findings to SMT and Board	✓	
Contribution to budget setting and monitoring.	✓	
A successful track record of developing and implementing tenant engagement strategies, with a focus on promoting customer involvement and delivering exceptional customer experiences.	✓	
<u>Knowledge</u>	<u>Essential</u>	<u>Desirable</u>
Working knowledge of Housing (s) Act 2001 as amended and/or in-depth knowledge of building maintenance issues.	✓	
Working knowledge of anti-social behaviour act 2004.	✓	
Working knowledge of operation of Scottish Housing Regulator.	✓	
A strong understanding of health and safety legislation, regulations, and best practices.	✓	
Expertise in strategic planning, financial management, and performance reporting within a regulated housing environment.	✓	
Up to date knowledge of the social housing environment across housing management and technical areas.	✓	
Extensive knowledge of construction and maintenance.	✓	

<u>Skills and Abilities</u>	<u>Essential</u>	<u>Desirable</u>
Ability to interpret complex or partial information.	✓	
Empathy towards a population in a deprived area.	✓	
Strategic thinker with business acumen.	✓	
Analytical, with the ability to appraise risk and make informed judgements.	✓	
Ability to write concise reports reaching a conclusion and ability to promote / defend a recommendation.	✓	
Good IT skills (word, excel) and working knowledge of a housing management or equivalent system.	✓	
Ability to review and update Policies.	✓	
Excellent leadership skills with ability to develop, motivate and inspire staff teams.	✓	
Sound project management skills.	✓	
Ability to engage with stakeholders, build effective partnerships, and positively represent an organisation at a senior level.	✓	
<u>Personal Attributes</u>	<u>Essential</u>	<u>Desirable</u>
Effective communication and presentation skills with the ability to communicate across a range of formats and audiences.	✓	
Demonstrate excellent time management skills to effectively allocate and utilise your time to achieve PHA's goals.	✓	



Application Process

For further details and how to apply online visit
www.evh.org.uk/recruitment



You should complete all sections of the application form and you will be required to demonstrate how you meet the essential job requirements to be considered. Please note that CV's and additional material will not be considered.

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return. Applicants with a disability are welcome to contact us to discuss any adjustments you may require.

Completed applications must be returned by 12 noon on Tuesday 17th February 2026

Interview Date: Friday 27th March 2026



EQUAL OPPORTUNITIES

It is Parkhead Housing Association Ltd policy that all recruitment decisions will be based completely on the merits and abilities of candidates alone and no other criteria will be used. In order to achieve this, equality and diversity practices will be integrated into every stage of the recruitment and selection process.

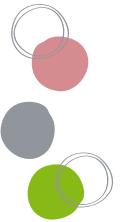
A fair recruitment process will remove barriers to the employment of people of different backgrounds. This will enable Parkhead Housing Association Ltd to recruit from the widest pool of talent, potentially raising the standard of their intake and therefore increasing the opportunity of a more diverse workforce which reflects the community it is serving. A more diverse workforce will improve Parkhead Housing Association Ltd service delivery, as it will include staff with more knowledge and experience meet and aid in meeting the needs and aspirations of service users and potential service users.

To highlight Parkhead Housing Association Ltd commitment to promoting equality and diversity from the beginning of the employment relationship, all vacancies will be aimed at as wide a group as possible and any advertisement for a vacancy within Parkhead Housing Association Ltd will state that an equality and diversity policy is in place.

The information contained in the advert and all vacancy literature will be clear and accurate to attract the most appropriate candidates from all groups across society, to allow them to decide their own suitability for the vacancy and whether they wish to proceed with applying. For those that wish to apply Parkhead Housing Association Ltd will ensure that all applications will have clear instructions for completion and application forms will be free from personal questions that are not relevant to the vacancy and that may lead to discrimination.

Parkhead Housing Association Ltd will ensure all staff involved at any stage in the recruitment and selection process will receive equality and diversity awareness training. This will ensure that those involved in the recruitment process will not discriminate either knowingly or unknowingly by asking any questions which may lead to discrimination.





Guidance Notes on completing the Application Form

Where possible, applications should be completed on-line.

Please do not send in your Curriculum Vitae as this will not be accepted.

Our Person Specification lists the minimum essential requirements for this post. When shortlisting for interview, the selection panel will only consider the information contained in your application form. You will be required to demonstrate how you meet the essential criteria to be considered for the post.

The selection panel will not make assumptions about the nature of work from a list of job titles. It is not enough to state you meet the essential requirements, you must demonstrate how you meet them to the panel with examples. Life experiences and skills, as well as work experience may be used. Interviews will only be offered to candidates who are the best fit to the post as well as meeting all the essential criteria.

If you are shortlisted for interview, the selection panel will discuss the areas covered in the Person Specification in more detail.

All personal details will be removed, and applications will be anonymised for the shortlisting process. Candidates must declare if they are related to any members of staff or board members on their application form.

We strive to be an inclusive organisation and encourage candidates with disabilities to contact us if there are any reasonable adjustments/assistance we can provide to enable an application.

Our equal opportunities monitoring information is kept separately and does not form part of the selection process.

All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974. Positions are subject to the declaration being completed.

When sending in your application as a word document, please ensure to add an electronic signature.

