

RECRUITMENT PACK



30 years of
bha
Berwickshire Housing



www.berwickshirehousing.org.uk

TABLE OF CONTENTS



<u>Message from CE</u>	<u>03</u>
------------------------	-----------

<u>About BHA</u>	<u>04</u>
------------------	-----------

<u>Our Vision & Values</u>	<u>05</u>
--------------------------------	-----------

<u>About the Role</u>	<u>07</u>
-----------------------	-----------

<u>About You</u>	<u>09</u>
------------------	-----------

<u>What We Offer</u>	<u>11</u>
----------------------	-----------

<u>How to Apply</u>	<u>12</u>
---------------------	-----------

A Warm Welcome from Our Chief Executive, Michelle Meldrum

Thank you for taking the time to explore this opportunity with Berwickshire Housing Association (BHA).

At BHA, our vision is simple yet powerful, “**To Realise the Power of Home.**” For us, home means more than just bricks and mortar—it’s about belonging, security, and the foundation for a good life. We believe everyone deserves a high-quality, safe, and affordable home, and we’re proud to play a part in making that a reality for our customers and communities.

Joining BHA means becoming part of a team that is passionate about making a meaningful difference. Here, your work will directly contribute to helping people live well and feel supported.

Our culture is shaped by our values. They’re not just statements on a wall—they guide our decisions, define how we treat one another, and help us deliver the kind of experience our customers and colleagues deserve.

These values are the foundation of a culture where colleagues feel included, empowered, valued and psychologically safe—where your voice matters and your perspective is welcomed.

We’re currently delivering an ambitious five-year strategy (2023–2028) with clear priorities to improve our homes, strengthen our services, and drive innovation. To do this, we need passionate, forward-thinking individuals who are excited about the opportunity to shape the future of housing.

In this recruitment pack, you’ll find everything you need to know about the role, the projects you could lead, and the excellent benefits of working at BHA.

So, take a closer look at who we are, what we value, and what we’re building. If it resonates with you—we’d love to hear from you.

Good luck—and we hope to welcome you to the team!

Michelle Meldrum



About BHA

What We Do

Berwickshire Housing Association owns, manages and builds homes to rent to suit a range of lifestyles, personal needs and family sizes that people can afford. We do so in communities throughout Berwickshire.

We are a not for profit charity so all our income goes towards providing services for the community, the upkeep of our customers' homes and building new homes.



Our Vision

and Values

BHA's vision "**To Realise the Power of Home**" places our focus very much on the importance of home which goes beyond bricks and mortar.

We believe everyone has the right to a high quality, safe and affordable home and a good quality of life.

BHA has a role to play in enabling both of these outcomes for our customers.



Brilliant Basics

- Doing what we say we'll do.
- Communicating well.
- Taking a person-centred approach in our dealings with both customers and colleagues.
- Taking ownership and accountability.



Embrace Change

- Actively supporting and embedding change.
- Being flexible and adaptable.
- A commitment to continuous improvement and actively seeking best practice.



Learn & Grow

- A willingness to participate and learn.
- Support the learning and wellbeing of others.
- Providing learning and development opportunities.



Inspire Together

- Collaborate internally and externally.
- Being approachable, helpful and kind.
- Being non-judgemental, displaying emotional intelligence.

Leadership Behavioural Map

Brilliant Basics

- Know your people and the environment in which they operate
- Be a role model to others – be clear, open, honest, direct, concise and respectful
- Set the direction and clearly communicate responsibilities across teams and individuals
- Be accountable for delivery of targets/objectives within your directorate/team

Embrace Change

- Lead the change
- Displays resilience and supports others to be resilient
- Keep up to date with innovative practice within the sector and elsewhere



- Nurture a psychologically safe BHA
- Facilitate and enable learning and development opportunities for self and others
- Actively encourage new ideas and thinking

Learn & Grow

- Show humility – admit mistakes and learn from them, show courage through vulnerability
- Display a high level of emotional intelligence – be aware of own strengths, weaknesses and motivations
- Inspire, energise others and display passion

Inspire Together

About the Role

As our **Asset Lead**, you'll be at the heart of our asset investment planning and delivery— leading the delivery of our planned programmes, improving property data and systems, and helping us deliver great homes that meet regulatory and customer expectations.

You'll assist with the implementation of our new Asset Management Strategy, develop short and long-term investment plans, and ensure high-quality projects are delivered on time and within budget.

You'll lead a team of Asset Managers, supporting the development of your team through mentoring and coaching, nurturing a culture of learning, curiosity & continuous improvement.



Key responsibilities

Brilliant Basics

- Contribute to the development and implementation of the Asset Management Strategy.
- Develop an annual budget submission, a rolling 5-year programme and 30-year cash flows for revenue and capital investment in our homes.
- Maintain and implement an Integrated Asset Management approach to ensure BHA's Investment Plan delivers value for money.
- Ensure the timely delivery of capital and revenue programmes with a focus on quality and customer satisfaction.
- Ensure compliance with BHA performance standards and statutory requirements including Health & Safety.
- Ensure accurate and robust property data management processes.

Key responsibilities

Embrace Change

- Assess regulatory requirements and government policy related to asset management, including Net Zero.
- Develop policies, procedures, and investment programmes aligned to evolving standards.
- Review and update policies to reflect current legislation and best practice.
- Contribute to software and system developments to enhance operational efficiency.
- Represent BHA on external groups and forums related to the Zero Carbon agenda.

Learn & Grow

- Manage and support the Asset Team with a focus on good practice, performance and training.
- Identify development needs and support delivery through personal Development Plans, coaching, and mentoring.
- Contribute to team and personal development through self-managed learning and knowledge sharing.
- Promote and embed continuous improvement across the team.

Inspire Together

- Foster collaboration across the organisation to ensure integrated service delivery.
- Promote effective customer engagement and satisfaction.
- Ensure the team operates in line with BHA values, policies and procedures.
- Contribute to the wider Repairs & Asset Team's development.
- Promote a culture of inclusion, teamwork, and shared accountability.

About You

Skills

Essential

- At least 3-5 years' experience in asset management and property maintenance with a minimum of 3 years' experience at Manager level.
- Asset investment programme development and delivery experience.
- Experience of achieving value through effective procurement of contracts and services.
- Contractor performance management experience.
- Experience of managing and developing teams.
- Experience of developing and delivering revenue and capital programmes with a housing provider.
- Experience of improving processes and systems to maximise effectiveness and efficiency.
- Experience of creating and maintaining a culture of continuous improvement.
- Knowledge of property, construction and building processes.
- Knowledge of relevant housing and building regulations and statutory framework, including Health & Safety requirements.
- Understanding of regulatory standards such as SHQS and EESSH.
- Strong customer focused ethos.
- Budget setting and budget management skills.
- Ability to collaborate with multi-disciplinary teams and customers to develop and deliver solutions.
- Ability to analyse data and write high quality reports.

About You

Skills

Essential

- Digitally and numerically literate.
- Hold a full, current driving licence and have own transport.
- Excellent verbal and written communicator.
- Ability to explain complex processes and decisions.
- Ability to motivate your team and other teams within the organisation.

Desirable

- MIAM, MRICS, RIBA, CIAT or equivalent or willingness to work towards achieving a membership.
- Management qualification.
- Health and Safety qualification.
- Experience of social housing performance standards and regulatory requirements in relation to property management.
- Experience of working in the not for profit / charity sector.
- Understanding of asset management approach in property, including life cycle cost applications and options appraisal methodology.



Westfield Health & Rewards



How to apply

To apply, visit
www.berwickshirehousing.org.uk/careers
and click the 'Apply Now' button on the page.

You must complete an application form to be considered for any of our vacancies, we do not accept CVs.

We are looking for you to evidence and demonstrate within the personal statement section of the application how your values align with BHA's values, and what skills and experience you can bring to the role.

If you have any difficulties applying for the vacancy on our website, please call
0800 652 8104 and request a call back from
Lynne Bryce, People & Culture Lead.

For an informal chat regarding the post.
please call **0800 652 8104** and request a call
back from **Joanna Voisey, Director of Assets & Sustainability.**

Good Luck!

Key dates

Closing Date:

Thursday, 17th July 2025
at 12 noon.

Interview date:

Thursday, 31st July