

RECRUITMENT PACK



Director of Assets & Sustainability



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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 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



Learn & Grow

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

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



Inspire Together

- 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



About the Role

As our Director of Assets & Sustainability, you'll be responsible for :

- (i) the strategic and operational management of BHA's responsive & cyclical maintenance service
- (ii) the strategic asset management approach,
- (iii) the compliance agenda and
- (iv) new build development programme.

You'll ensure key outcomes relating to value for money and positive customer experience are achieved. Working with others, you'll ensure Health & Safety compliance and assurance is embedded across the organisation and develop, review and implement BHA's Asset Management strategy.

You'll be a role model ensuring expectations within BHA's leadership behavioural map are aligned at all times.



Key responsibilities



Brilliant Basics

Doing what we say we'll do, communicating well, taking ownership and accountability.

- Be a role model, consistently embodying BHA's Leadership Behavioural Map to foster psychological safety, inclusion and accountability, and inspire others to lead with integrity and shared purpose.
- Embed policies, processes and procedures that support BHA activity and reflect organisational culture.
- Ensure BHA complies with all statutory and regulatory requirements.
- Lead on Health and Safety matters, ensuring effective systems, controls and monitoring are in place and providing assurance to the Board and Executive.
- Ensure all commercial properties have appropriate health and safety and compliance regimes in place.

Key responsibilities

- Maintain strong and effective contract management arrangements to deliver high-quality, efficient services.
- Ensure appropriate facilities management arrangements are in place across the organisation.
- Make best use of resources and ensure value for money.
- Deliver cost-effective services to time, within budget, and in line with customer expectations.
- Ensure full compliance with all BHA policies and procedures.



Learn & Grow

Willingness to learn, supporting others' development and wellbeing.

- Provide motivational leadership and support to direct reports and the wider BHA team, developing personal potential and capability.
- Drive and develop a strong performance culture, ensuring effective frameworks are in place to measure, monitor and report performance.
- Foster a culture of psychological safety to support high performance, learning and innovation.
- Refine and develop methodologies for the ongoing collation and modelling of stock condition data to inform strategic decision-making.
- Drive continuous improvement and deliver outstanding services.



Embrace Change

Supporting and embedding change, flexibility, continuous improvement and best practice.

- Lead the Asset Management Strategy and investment approach to maximise value, sustainability and regulatory compliance.
- Ensure robust annual, five-year and 30-year investment plans are in place and effectively delivered.

Key responsibilities

- Lead the development and delivery of the procurement strategy, maximising efficiencies, collaboration and joint procurement opportunities.
- Deliver a high-performing, customer-focused asset and repairs service that embraces innovation and new ways of working.
- Liaise with specialist contractors and consultants to deliver a sustainable Development Strategy.
- Identify, mitigate and manage strategic and operational risks.



Inspire Together

Collaboration, kindness, emotional intelligence, teamwork.

- Be an active and effective member of the Executive Team, contributing collaboratively to organisational strategy.
- Prepare Board and Committee reports and attend meetings to present papers as required.
- Work collaboratively with colleagues to co-ordinate effective approaches to risk management.
- Be a role model and ambassador for BHA, demonstrating leadership behaviours aligned to BHA's values.
- Represent BHA professionally and build a strong regional profile that positively impacts the organisation.
- Promote and display BHA values at all times.
- Demonstrate full commitment to equality, diversity and inclusion.

About You

Experience

Essential

- At least 5 years' experience in asset management with a minimum of 2 years' experience at a senior level.
- Experience of developing and delivering an asset management strategy and investment programme.
- Contractor performance management experience.

Desirable

- MIPM, MRICS, RIBA, CIAT or equivalent, or willingness to work towards achieving a membership.
- Health and Safety qualification.

Knowledge

Essential

- 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.

About You

Skills

Essential

- Effective people leadership.
- Strong customer focus.
- IT proficient, including knowledge of housing management systems.
- Budget setting and budget management skills.
- Ability to analyse data and write high quality reports.
- Hold a full current driving licence and own transport.

Communication Skills

Essential

- Ability to communicate effectively with a range of colleagues at all levels, peers and stakeholders.
- Excellent oral and written communication skills.
- Courteous, effective, and professional personal manner in all situations.

What We Offer



Salary

£81,795 from 1st April 2026
plus £4000 **car allowance**.

Agile working based on the Hub, Home & Roam model

30 days annual leave per annum,
plus 12 public holidays

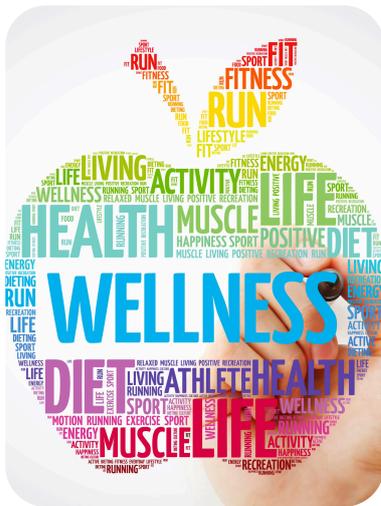
A defined contribution **pension scheme**
with an **employer contribution** up to a
maximum of 9%

Personal **development** and **training**
opportunities

Professional membership fees paid
by BHA

Corporate **volunteering opportunities**

Westfield Health & Rewards



As a **Disability Confident Committed** employer,
we've committed to:

Ensure our recruitment process is **inclusive** and **accessible**, communicating and promoting vacancies and offering an interview to disabled people.

Anticipating and providing reasonable adjustments as required.

Supporting any existing employee who acquires a disability or long term health condition, enabling them to stay in work.

At least one activity that will make a difference for disabled people.



As a **Hive Employee Voice Certified** organisation,
we're dedicated to:

Improving our employee experience through **the power of employee voice**.

Demonstrate **care, support and leadership** that want to make every day at work the best it can be.

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 **Michelle Meldrum, Chief Executive**.

Good Luck!

Key dates

Closing Date:

Thursday,
12th March 2026
at 12 noon.

Interview date:

Thursday, 26th March