



Director of IT and Business Services Recruitment Pack

Welcome to the Albyn Group Recruitment Pack, where you can learn more about our vibrant community-driven organisation dedicated to providing good quality, affordable housing and supporting thriving communities.

Within these pages, you'll hear from our Group Chief Executive unveiling our vision and commitment to excellence, as well as the impact felt by our tenants and employees.

The rich tapestry of our organisation's history has culminated in the present-day embodiment of our values and aspirations. Meet the people that comprise our dynamic team and gain insight into the benefits of calling the Highlands home.

We hope this document will showcase the pathway to a rewarding career in housing filled with purpose, development, and collective impact.

Contents

- A warm welcome
- Albyn Group Overview
- Our People
- Local Area Insights
- What we offer
- About the role
- Job Description and Person Spec
- Application Form



A warm welcome to Albyn

Thank you for your interest in this newly created role at Albyn. There has never been a more exciting time to join Albyn. As we grow from strength to strength, we are committing to continuously improving our services and our offering to our customers, as well as operating effectively and efficiently in a challenging economic environment. This new role will provide you the opportunity to strategically improve and develop some of our core services that are fundamental to realising our aspirations and ambitions in the coming years.

Albyn has grown considerably over the past few years, in relation to our performance and customer satisfaction, our culture and the ambitions of our main Board and that of our subsidiary board, Highland Residential Ltd. This role will allow you to play a key part in supporting that growth, by developing a new strategy and roadmap for our IT services, including harnessing the opportunities afforded by automation and artificial intelligence, as well as improving our overall IT infrastructure. We need to ensure that we offer digital services to our customers in order that they can transact and engage with us in a way that meets their needs and reflects our both urban and rural geography. Ultimately, we want to ensure that we are fit for the future as we continue to develop.

We currently provide homes and services to over 5000 customers, either through our 3800 social rented and mid-market rent homes across 80 communities in the Highlands, or our factoring service. Both of our Boards have set out their ambitions to grow. In the main this is to support the requirements to meet the Highland Housing Challenge, and in response to the huge and exciting regional opportunities that will be afforded by the Inverness Green Freeport. We will see significant economic advantages brought to the region, and in turn there will be a need for more affordable housing across a range of tenures. Albyn is committed to playing our part as the largest registered social landlords in the Highlands.

We are currently developing Year 4 - 2025/26 of our Business Plan 2022 – 2027, which as in previous years, will be ambitious in its aims and objectives. This will reflect on the exciting prospects afforded by the economic growth of the region, whilst also recognising that there is still a cost-of-living crisis ongoing which is only one of the many challenges that our customers may face, and that we must play a key role in tackling,

We are an organisation that puts its customers at the heart of the business, and whilst this role will have a strategic focus on IT, you will also create direction and oversee performance reporting, data management, complaints and project and programme management, supported by the Head of Performance and Improvements.

The rest of this pack sets out some more organisational information and the job description, person spec and terms and conditions.

If you would like to have an informal discussion about the role, please contact me on kirsty.morrison@albynhousing.org.uk



Albyn staff and board on a tour of our stock

Albyn Group Overview

Albyn Housing Society is committed to providing good quality, affordable housing for thousands of people across the region. Through over five decades the Society has listened and responded to the views of its customers, local government, communities and businesses in meeting housing needs in the Highlands.

The Society strives to perform well as a customer-focused, innovative and equal-opportunities based business. We aim to exceed the performance standards required by The Scottish Housing Regulator. We have many aspirations and ambitions to continually improve our services to our 3,800 customers, spread across the Highlands.

Our Strategic Objectives



Our homes

We will provide high quality, affordable, energy-efficient and sustainable homes by implementing an asset management strategy driven by tactical analysis of data and targeted investment.



Our customers

We will streamline our customers' journey and improve customer satisfaction by developing a Customer Experience Strategy. Underpinning this strategy will be the successful implementation of our digital transformation agenda, enabling more flexibility in how our customers interact with us to ensure that every customer is supported and valued.



Our people

Our working culture is respectful, effective, engaging, and inclusive and driven by our tenants' needs. We embrace agile and flexible working and the lessons we are learning from COVID 19, enabling cultural change, and driving the people agenda.



Our finances

We will be efficient and effective stewards of our tenants' money and charitable resources to enable the delivery of affordable, quality services for our tenants. We will support the business to invest in stock improvement, systems, and our people



Our partnerships

We will use our expertise to influence social housing policy and develop partnerships across the Highlands that add value to our communities

Our Vision

"Maintain and build quality homes, providing excellent customer service, and giving opportunities for people and communities to flourish."

Our Values



Be Caring



Be Adaptable



Be Professional

Our Homes

Albyn's largest asset is its housing stock and property holdings. The map outlines the spread of our homes which provide a service to over 80 communities across a vast and challenging geographical area. Albyn is one of 20 RSL's of systemic importance to the Scottish Housing Regulator (SHR). For Albyn this is due to our location, our size and our debt profile.

Along with the Highland Council and the other mainland-based Highland RSL's, Albyn are signatories to the Highland Housing Register (HHR), which is a point-based joint waiting list meaning that all housing applicants are only required to complete one application. There are currently some 8500 applications on the waiting list. This number has remained relatively stable over the last decade despite Albyn and most other partners having healthy development programmes. After the Highland Council, Albyn is the second largest provider of social housing in the Highlands, with some 18% of the total social rented stock.

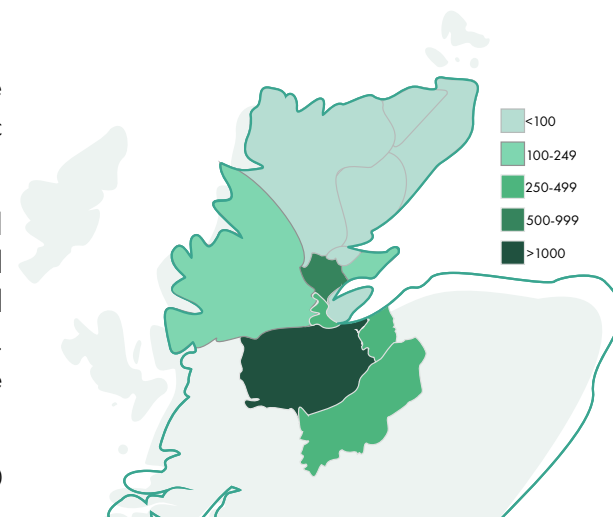
The population in the Highlands is projected to remain static whilst Scotland will experience a decline over the next 20 years. The percentage of households aged 65+ tends to be above the national average and there will be a marked increase in older people living in the Highlands in the next 10-15 years, and therefore the demand for care and support services will increase.

A key challenge is how this demand can be met given the very limited availability of affordable housing for key workers to meet the social care and support needs.

Albyn is leading the sector in the provision of FitHomes and currently have 48 purpose-built homes, which have this integrated ambient sensor technology fitted and a further 8 have been retrofitted. These original 'FIT' homes were enabled by the Assisted Living Highlands and Islands City Region Deal.

FitHomes are fitted with predictive behaviour pattern sensors and use artificial intelligence and machine learning. The sensors give valuable real-time information to family and medical experts. By investing in this we are committing to meeting the future and changing needs of tenants who will enjoy independent living previously not possible and that our FitHomes will have a transformational role to play in the care and support of people that need it most.

Albyn work closely with partners and other agencies to deliver innovative housing models for people with varying and additional needs as well as how demand can be met to house the keyworkers providing social care and support needs given the very limited availability of affordable housing.



Recently completed homes in Cawdor Road, Nairn



Move in day for our Stratton FitHomes tenants.



We managed 255 new lets in 2023/24

Board Members



Lesley McInnes
Chair of the Board



Clea Warner
Board Vice-Chair



Ian Fosbrooke
Company Secretary
(Tenant Member)



Carl Patching



Fiona Mustarde



Niall Owen



Scott Macleod
(Tenant Member)



Lynne Holburn



Jackie Budgen
(Tenant Member)



Craig Levy



Craig Russell

[Learn more about our Board of Directors](#)

Local area insights

Albyn covers a huge geographical area, including some of the most remote and sparsely populated parts of the United Kingdom. We serve over 80 rural and urban communities and operate from 2 offices: our headquarters in Invergordon and a second office in Inverness.

A diverse and beautiful region with affordable living options to suit your needs ranging from fertile farmland, dramatic seascapes, or lively city of Inverness. Our hub, home and room working offers flexibility of choice.

The region is spoilt with wonderful walks, activities and destinations on its doorstep. The Cairngorms National Park lies at the heart of this region, offering everything from stunning hiking routes to ice climbing, snowboarding and so much more. To the west you will find the magical Isle of Skye, offering the famous 'fairy pools', the Cuillin mountain range and the 'Old Man of Storr'. Whether you want to explore cycling, kayaking, camping or skiing the region offers something for everyone.

The Highlands are accessible by car, rail, bus and air. Buses and trains connect Scotland's major cities through Inverness north to Caithness or west to Kyle of Lochalsh. Stagecoach is our local bus service provider, with routes covering most of the Highlands. Traveline Scotland has a journey planner that shows the most efficient travel option to suit your timings.



Pupils visiting our Invergordon Headquarters



Our Benefits

Director of IT and Business Services



Our Benefits Package

Salary



At Albyn we value our employees, we offer a competitive salary package, including car allowance.

Annual Leave



We offer a total of 40 days leave annually. This consists of 12 public/business holidays and 28 days annual leave (pro rata for part-time working).

Pension



Albyn offer two defined contribution pension schemes - Relief at Source and Salary Sacrifice. We offer 9% employer pension contributions for this role.

Work/Life Balance



We recognise the benefits a good work / life balance brings, offering flexi time and hybrid working in line with business needs. Home working may also be available depending upon appointment. Our operating hours are 35 hours a week. Monday to Friday, 9am to 5pm with 1 hour lunch.

Professional Fees



The Group will pay one set of annual professional fees where such membership is directly relevant to the role being undertaken.

Training & Development



At Albyn we promote development within our organisation and give access to various training routes.

Ongoing training and development will be provided throughout an employee's career with the Group.



Our Benefits Package

Health and Rewards



Looking after the everyday health and wellbeing of our employees is important to us and we aim to provide health cover that is valuable now and sustainable in the future.

All employees have access to a Health Cash Back Plan which includes retailer discount rewards and EAP Membership.

Day One Sick Pay



We offer enhanced sick pay from day one to all employees which grows with length of service.

Enhanced Maternity Pay



We offer enhanced maternity payments to qualifying employees.

Prescribed Eyewear



We contribute towards glasses prescribed for VDU use up to £97.04 per annum.

Long Service Award



At the Albyn group we recognise our long serving employees, granting awards from 20 years service.

Our Values



Being Caring



Being Adaptable



Being Professional

About the role

Details:

Contract Type: Permanent
No of Positions available: One
Working Hours: 35 hours per week
Salary: £86,655 + car allowance
Location: Flexible Hybrid Working – Balance office and home working for a better work-life blend. – Invergordon Office or Home working



- Regular attendance in our Invergordon and Inverness offices would be required for meetings with the leadership team, team meetings, occasional Board meetings and all staff events,
- Requirement to travel across the Highlands to meet our customers and represent Albyn at various events and engagements.

How to Apply

Submit your CV, along with a cover letter, to recruitment@albynhousing.org.uk.

For further information, please contact Kirsty Morrison on kirsty.morrison@albynhousing.org.uk

The closing date for applications is Noon on 24th February 2025 with interview dates TBC.



JOB DESCRIPTION

Title of Job:	Director of IT and Business Services
Location:	Flexible Hybrid Working – Balance office and home working for a better work-life blend. – Invergordon Office or Home working
Number of Jobholders:	1
Title of Line Manager:	Group Chief Executive
Responsible for:	Head of Performance & Improvements, IT Officer

Purpose and Scope

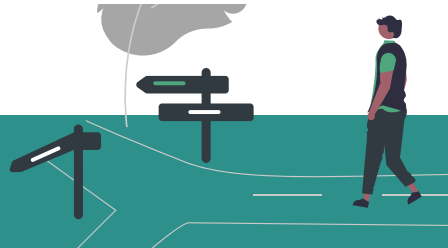
Reporting to the Group Chief Executive Officer, the purpose of this role is to transform, lead and manage IT and technology services, business services, and data management for Albyn Group.

- The Director will develop the IT Strategy and Roadmap; ensure cybersecurity for the Group; oversee, manage and quality control external providers of IT solutions; and establish best practice records management & data governance and management processes across the Group.
- The Director will lead a programme of work to review, manage and update the Albyn Group's IT infrastructure and IT governance. The role will also lead on transforming and improving all technology initiatives within the Group, ensuring that IT services and digital innovation efforts support and advance Albyn Group's mission, values, and strategic priorities in line with the Group's Business Plan and Delivery Plan
- The Director will oversee the effective delivery of IT Infrastructure, systems, and services, balancing day-to-day operational excellence with the forward-looking adoption of emerging technologies: ensuring that all technology solutions are secure, sustainable, and aligned with best practices in information management and security.
- The Director will champion the excellence and performance culture, and with the support of the Head of Performance & Improvements, a data-driven approach to performance management, decision-making, lead digital transformation projects that support customer service excellence, and drive organisational change.

The Director will oversee business services for Albyn Group, ensuring an adaptable and multi-skilled support service.



Be Caring



Be Adaptable



Be Professional

Job Outline: Responsibilities and Tasks

MAJOR ACCOUNTABILITIES

1. Strategic Planning

- Develop a 5-year IT strategy and 3-year roadmap that aligns with the Group's business objectives.
- Monitor and provide guidance to Leadership Team and Board on emerging technologies and trends that can provide an advantage for the Society.
- Establish clear performance expectations for all systems and technology and create a mechanism to provide regular feedback on delivery to expectations, especially for all outsourced services.

2. Cybersecurity

- Develop and implement a comprehensive cybersecurity strategy.
- Stay informed about emerging cyber threats and vulnerabilities, taking appropriate action or providing recommendations as required.
- Conduct regular security audits and penetration testing, ensuring any corrective action is implemented swiftly.

3. Vendor Management:

- Negotiate contracts with IT vendors and service providers as required to fulfil the 3-year road map.
- Oversee the design, implementation, and maintenance of IT infrastructure, including networks, servers, and data storage systems.
- Assurance of any third party or outsourced system designs safeguarding Albyn's business and operational needs.
- Ensure high availability and performance of IT systems, in whatever way they are provided (eg through outsource providers).
- Actively manage vendor relationships and performance, ensuring all providers deliver to the Society's needs and requirements.

4. Records and Data Management

- Responsible for and oversight of records management and data management policies, systems and working practices
- Require standardised information sources across the Society and enable improved analysis and reporting.
- Promote systems and practices to preserve corporate memory and heritage.

5. IT Operational Services

- Ensures the smooth operation of all IT systems: including network management, system and application support, user support,
- Steers and oversees the implementation of any new information and telephony systems ensuring optimum functionality and best value for money
- Oversee procurement of technological equipment and software and establish partnerships with key IT related partners.
- Oversee design and customisation of technological systems and platforms to enhance customer service delivery.

Compliance and Data Governance

- Establishes and maintains a strong compliance culture across the Group, including ensuring compliance with all relevant IT and cybersecurity regulations, data protection and GDPR, and e-safety
- Develop and implement a comprehensive framework for information management and security across all Group activities. Maintain and strengthen standards within this framework to support monitoring of information compliance. Ensure data is appropriately defined, stored, accessible, secured and purged according to established policies and standards, working with departments to enhance data quality.

Team Management

- Responsible for the effective leadership of the IT, Performance & Improvement, and Business Services. This will include developing role descriptions, setting annual objectives, overseeing recruitment, and providing development and training opportunities for the teams.

Financial Management

- Relevant ongoing and project budgets are proposed and managed effectively. Including capital bids and grants and associated monitoring and external reporting to agencies and partners.
- Oversee near, mid-, and long-term capital resource planning for IT and digital, working closely with Group Finance to ensure that capital expenditure needs are built into future investment planning and cash flow management
- Relevant procurement processes are understood and followed.

Leadership & Management

- An active and effective member of the Group Leadership Team and Extended Leadership Team
- Ownership of the Albyn Group IT Strategy and Cyber Security Strategy reporting on these to the CEO, Board and relevant sub-committees and working parties
- Oversight of IT transformation across the Group.

Board Reporting

- Report to Albyn Board and HRIL Board as required
- Report to Audit and Risk sub-committee
- Report to short-life IT Programme Board for a timebound period, developing a programme of work, related action planning and associated governance to ensure effective oversight and scrutiny

PERSON SPECIFICATION

	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> • Degree or Professional experience to graduate level 	<ul style="list-style-type: none"> • Project Management qualification (e.g., PRINCE2). • A professional qualification in IT related discipline, which may include: <ul style="list-style-type: none"> • Microsoft Technology Associate (MTA) • Microsoft Certified Solutions Associate (MCSA) • Microsoft Certified Solutions Expert (MCSE) • ITIL Intermediate • CISCO CCNA & CISCO CCNP • Cybersecurity accreditations such as: CISSP, CISM and CISA

Skills	<p>Planning and Prioritisation</p> <ul style="list-style-type: none"> • Able to prioritise, plan and deliver effectively. • Experience of setting strategy and scoping plans. • Ability to create and implement policies and procedures. <p>Strong people skills</p> <ul style="list-style-type: none"> • Able to listen to customer needs and deliver excellent customer service. • Able to build good working relationships with a wide range of people. <p>Influencer</p> <ul style="list-style-type: none"> • Excellent communication and influencing skills. In person and in writing. • Ability to create and communicate a clear vision for technology and information, with substantial experience in IT implementation and adaptation in a constantly evolving environment <p>Organised and adaptable</p> <ul style="list-style-type: none"> • Highly organised with an ability to manage a complex and varied workload. • Adaptable to changing <p>Problem solver</p> <ul style="list-style-type: none"> • Excellent problem solving <p>Decision maker</p> <ul style="list-style-type: none"> • Able to make effective decisions, and at speed when required 	
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of developing and implementing IT strategy and managing IT services • Significant experience at management level, demonstrating a proven track record of leadership and management experience in IT. • Advanced knowledge and analytical skills equivalent to a graduate level. • Experience of successfully designing and delivering high-quality, stakeholder-focused services and systems that fulfil business needs • In-depth knowledge of information management and information security best practices • Track record of delivering outstanding customer-focused IT services, with knowledge of IT service frameworks • Commitment to staying informed on IT innovations and a track record of leveraging new technology to enhance services. • A track record of building, managing high performing teams & managing external contracts. • Knowledge of and experience in data management and cyber security • Budget/Financial management experience of managing a budget effectively and following financial regulations and processes 	<ul style="list-style-type: none"> • Knowledge of the key opportunities, challenges, and risks in the housing sector • Experience developing and implementing IT strategy and managing IT services in the housing sector • Experience of developing & implementing housing management systems • Knowledge of Scottish Housing Regulatory standards • Knowledge of Annual Return on Charter KPIs and measures • Experience with cloud computing, data analytics, and artificial intelligence

Other qualities

- Strong commitment to teamwork across all levels of the organisation
- Strategic thinker with a calm, rational, and objective approach to decision-making
- Adaptable approach with the ability and willingness to work across all Albyn Group offices and sites



Recently completed homes in Cawdor Road, Nairn



Move in day for our Stratton FitHomes tenants.



We managed 255 new lets in 2023/24

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98 - 104 High Street
Invergordon, Ross-shire
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Inverness
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