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SOUTH LANARKSHIRE COUNCIL

Do you have the leadership skills to build on our success?

Head of Housing Services (Housing and Technical Resources)

£120,042 - £124,823

Recruitment pack – HTR 5938 Head of Housing Services

About us

South Lanarkshire is the fifth largest council in Scotland, as well as being one of its most diverse. Home to a population of around 334,030 and covering 180,000 hectares stretching from Glasgow to the Borders, South Lanarkshire thrives upon a mix of urban and rural communities.

Our Council Plan, Connect seeks to support all who live and work here – from the youngest to the oldest – through six key outcomes. It also outlines our vision and priorities to improve, sustain and enhance what matters most to them. Education, housing, sustainability, economic development, tackling deprivation and poverty, and looking after our most vulnerable, are top of the list.

This vision also strives to make South Lanarkshire one of the strongest and most dynamic economies in Scotland, where businesses, communities and residents can prosper and achieve their full potential.

Despite the financial challenges facing local government, we continue to deliver significant capital investment across our school estate, roads, town centres, leisure facilities, country parks and social housing, demonstrating our commitment to supporting communities and improving local infrastructure.

As a key partner in the Glasgow City Region City Deal, a £1.13 billion initiative focused on investing in infrastructure and economic development assets, we are committed to supporting and developing our business base and key sectors.

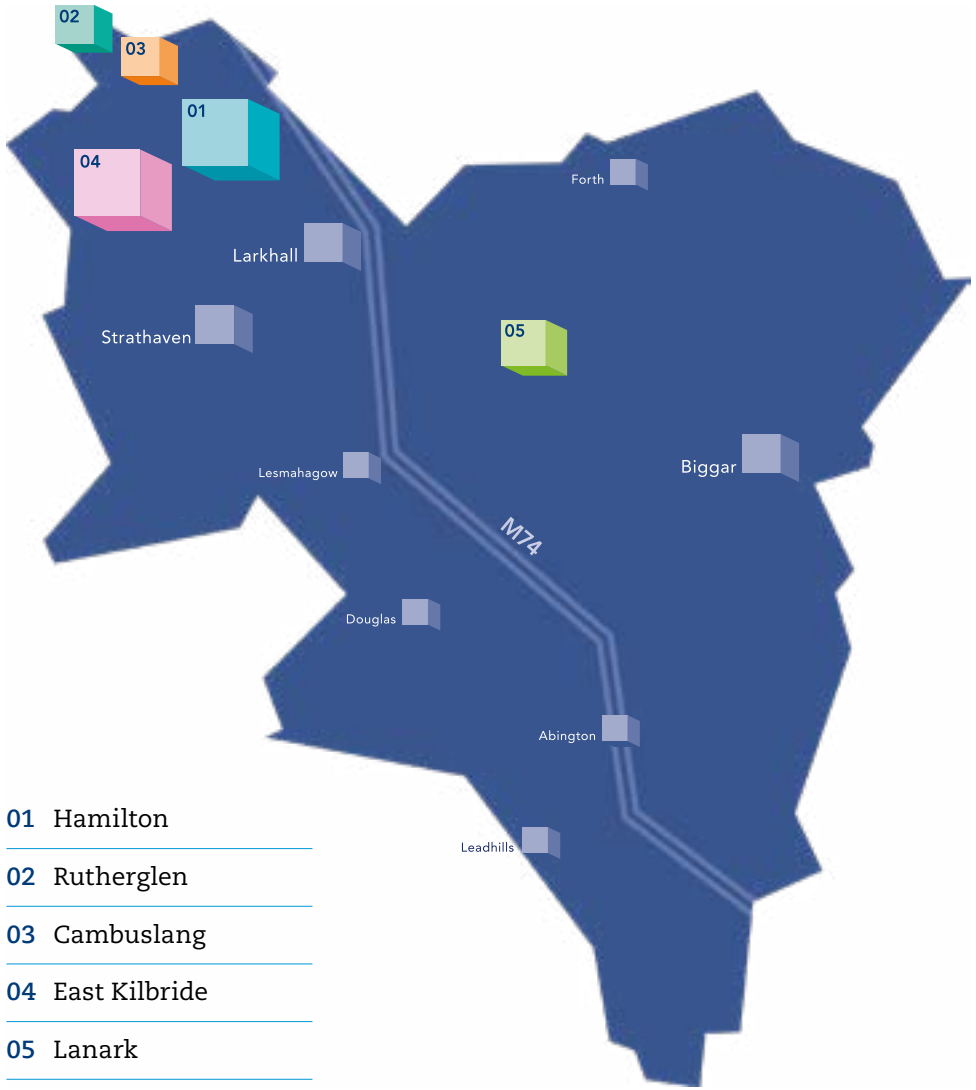
Working through the South Lanarkshire University Health and Social Care Partnership, the council has taken the opportunity to develop new strategic approaches to our care for the elderly, working with our NHS partners to provide the support this and future generations will need.

South Lanarkshire is also a listening council. Our membership of the Community Planning Partnership allows us to engage across the spectrum of services and those who use them.

Here in South Lanarkshire citizens enjoy an excellent quality of life. Green spaces, cultural opportunities, enviable transport links and affordable housing make this an attractive place to live, work and bring up family.

The foundations have been solidly laid to enable us to continue to promote South Lanarkshire on a local, national and international stage, whilst ensuring our people can, and will, prosper.

About the area



01 Hamilton

02 Rutherglen

03 Cambuslang

04 East Kilbride

05 Lanark

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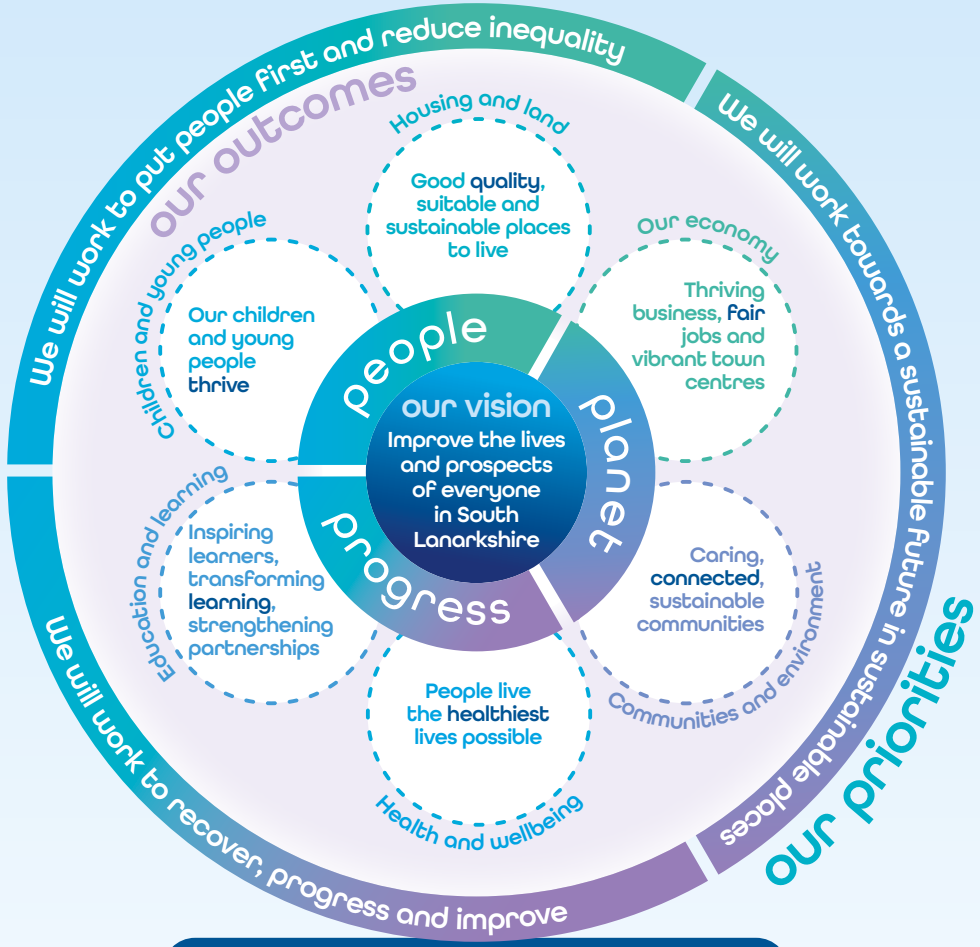
Our vision



our values

Focused on people and their needs
Working with and respecting others
Accountable, effective, efficient and transparent
Ambitious, self-aware and improving
Fair, open and sustainable
Excellent employer

About the Resource

South Lanarkshire Council is one of Scotland's biggest and most progressive local authorities. It is an ambitious, high-performing organisation with a clear vision to improve the quality of life of everyone in the area.

There are two Services within Housing and Technical Resources which help to ensure that the council operates successfully in an increasingly complex and challenging environment. Although diverse, each service is essential to the running of the council and the delivery of its vision, values and priorities

Housing Services

Housing Services is the fourth largest social landlord in Scotland and is responsible for providing a comprehensive housing management service, managing 26,140 homes, including 34 Sheltered Housing developments and 2 sites for the Gypsy/Traveller community. Housing Services is divided into 3 distinct, yet interrelated service areas of homelessness and housing support; housing management services and housing strategy and support.

We provide homelessness and housing support services, working to prevent and alleviate homelessness; support independent living; improving levels of tenancy sustainment and support vulnerable households in our communities, including refugees.

Housing management services includes a range of activities such as, allocating housing, managing tenancies and rent management.

At a strategic level, we have responsibility for the development and implementation of the Strategic Housing Investment Plan (SHIP) and the delivery of South Lanarkshire's housing and regeneration ambitions through the Local Housing Strategy. This includes overseeing a housing investment programme that will support the delivery of approximately 2,408 additional affordable homes between 2026 and 2031, based on 2,078 new build homes and 330 buy-backs within the 5-year period. Through this work, we collaborate with the Scottish Government, Registered Social Landlords and other partners to increase housing supply, support regeneration, improve housing outcomes and contribute to the long-term sustainability of communities.

The Service also provides both strategic and support functions across the Resource, contributing to the council and national agenda, including anti-social behaviour, tackling poverty, affordable warmth and the development and delivery of additional affordable homes.

Property Services

Property Services is responsible for ensuring that the council's property portfolios, including housing, land and corporate buildings, contribute effectively to service delivery by being fit for purpose, suitable, sustainable and efficient.

The service comprises 3 service areas, Building Services, Assets and Estates and Consultancy Services. These services have a wide range of responsibilities including working with all other Resources to develop, design, procure and, in many cases deliver property construction/ improvement projects.

The service undertakes maintenance works across the property portfolio, including the out-of-hours repairs service and carries out legislative compliance works including electrical testing and gas safety checks.

Property services also manage properties for sale and lease and undertakes acquisitions and valuations. Working with other Council services, we take the lead role in the delivery of energy efficiency and sustainability objectives.

Key Facts

Housing Services

Manage over **26,000 homes** and **2 sites** for Gypsy/Travellers

Collect over **£118m in rental income** from council tenants

Provide housing and support services to sheltered housing tenants across **46 complexes**

Let around **2000 void houses** each year

Maintain a housing register of approximately **14,000 applicants**

Receive around **4,500 new housing applications** each year

Provide housing options advice to around **2,400 customers** each year

Assess over **2,500 homeless applicants** each year.

Tenant Satisfaction Survey 2025/2026 - Key Survey Results

As part of the commitment to ongoing service development and improvement, Housing and Technical Resources have operated a survey programme using independent consultants since 2009.

The overall aim of the survey activity is to obtain reliable and comprehensive feedback from service users about their experience of the services provided by the Resource, which is used to establish overall levels of satisfaction with services and help identify any areas for further improvement and development.

The survey programme is also designed to ensure that any specific requirements of the Scottish Housing Regulator for reporting on the Scottish Social Housing Charter can be met.

The table below provides an overview of the latest 2025/26 survey results, highlighting strong levels of customer satisfaction.

Survey activity	Sample	2025/26	Previous survey	% Change
Tenant satisfaction survey – overall service	1600	**93.44%**	91.91%	▲ 1.53%
Keeping tenants informed	1600	**97.0%**	96.14%	▲ 0.86%
Tenants satisfied with opportunities to participate	1600	**96.0%**	97.33%	▼ 1.33%
Quality of home	1600	**92.13%**	90.60%	▲ 1.53%
Management of neighbourhood	1600	**92.25%**	89.5%	▲ 2.77%
Value for money	1600	**91.62%**	94.8%	▼ 3.15%

Key Facts

Scottish Housing Regulator – Annual Return on the Charter (ARC)

All Scottish social landlords, including local authorities, are required to provide the Scottish Housing Regulator (SHR) with information about their performance against the Scottish Social Housing Charter outcomes and standards. The SHR uses the ARC information as part of its regulatory assessment and to report and compare landlord performance.

A key focus is reviewing performance and benchmarking results which provides a valuable insight into how our services are performing. It enables positive performance to be recognised, emerging trends to be monitored and areas requiring further investigation or improvement to be identified. This evidence supports meaningful scrutiny by managers and tenants and helps ensure that improvement activity is focused on the areas where it can have the greatest impact.

The table on the right provides a selection of key performance measures from the 2025/26 ARC submission, with comparisons against 2024/25 performance and the Scottish average.

Indicator	2025/26	2024/25	Change from 2024/25	Scottish Average
Rent collected as a percentage of rent due	98.55%	**100.21%**	▼ 1.66%	99.68%
Average days to re-let a property	18.11 days	**19.31 days**	▲ 1.20 days	51.70 days
Percentage rent due lost through properties being empty during the last year	0.32%	**0.40%**	▲ 0.08%	1.12%
Percentage of new tenancies sustained more than a year	91.60%	**91.87%**	▼ 0.13%	92.45%
Percentage of lets to urgent homeless	59.85%	**62.5%**	▼ 2.65%	45.68%

Resource Structure

Executive Director

Head of Housing Services

(503 employees)

Housing Management Services including rent collection, rent arrears and former tenant arear services and Rent Income Support Team

Homelessness and housing support services including refugees and sheltered housing services.

Housing Strategies and affordable housing development including anti-social behaviour strategy and related services.

Head of Property Services

(950 employees)

Property Services and Construction Maintenance, Energy Management and repairs including Factoring and 24 hour control centre, CCTV / Council Security.

Lease portfolio and asset management.

Capital transactions and consultancy service.

Head of Housing Services

Do you have the leadership skills to build on our success?

South Lanarkshire Council is one of Scotland's biggest and most progressive local authorities. It is an ambitious, high-performing organisation with a clear vision fully aligned with Community Planning partners.

The successful candidate for this post will lead the delivery and further develop our Housing Services.

You will be responsible for leading a wide range of front-line housing services. The council manages more than 26,000 homes and also provides a range of services to the wider community.

As Head of Housing you will be a proven leader with a substantial track record of success in delivering strategic programmes leading to improved outcomes for our communities.

Crucial to your success will be your ability to build trust and confidence. You will display a high level of personal credibility aligned with excellent communication skills that allow you to work productively with elected members, employees and our partners.

The successful candidate will demonstrate significant experience of Housing Services at a senior level within a large, complex organisation.

You must be able to offer clear strategic direction, be able to analyse and understand complex performance information, and be able to work with others to translate this into effective deployment of resources in order to achieve the highest levels of service delivery and customer satisfaction. You will develop a strategic approach to the planning, management and utilisation of the council's property and land assets to support service delivery and programme working arrangements.

Suitable candidates for this challenging role will possess a strong focus on delivering customer service needs within relevant legislative parameters.

You should be educated to relevant degree standard and professional qualification or equivalent relevant experience.

For an informal discussion or to find out more, please contact Executive Director Sharon Egan on 01698 454595.

Assessment centre: w/c 11 January 2027
Interview date: w/c 25 January 2027

Job profile

Reports to: Executive Director, Housing and Technical Resources
Location: South Lanarkshire Council, Council Headquarters, Almada Street, Hamilton ML3 0AA
Grade: CO 41 – 43, £120,042 - £124,823

Vision and values:

South Lanarkshire Council is an ambitious and progressive local authority, and serving the community is at the heart of all we do. The ultimate aim is to ensure the council is delivering on its promises in an effective, efficient and ethical way and is committed to its vision 'to improve the lives and prospects of everyone in South Lanarkshire'.

The council's commitment to its values is demonstrated through the behaviours and actions of all elected members and employees.

Overall purpose:

Responsible for the provision of a comprehensive housing management service. In addition to having responsibility for the development and implementation of the Local Housing Strategy, the Strategic Housing Investment Plan, the South Lanarkshire Council Affordable Housing Programme, the Homelessness Strategy and the Tenant Participation Strategy, the postholder will ensure that the outputs and outcomes of these key strategic documents are closely aligned to wider social and economic development opportunities set out in the Corporate Plan and the Community Plan.

Key responsibilities:

- To ensure continuous improvement of service delivery through effective operational management and deployment of resources.
- Lead the strategic development, review and monitoring of housing policy in consultation with the Housing Management team and the Executive Director of Housing and Technical Resources.
- Responsible for housing-led regeneration, rent recovery, anti-social behaviour, homelessness and general housing policy and practice.
- To embed Place-based principles in policy and strategy development, the delivery of operational housing services, housing-led regeneration and partnership working.
- To maximise engagement and ensure effective tenant participation in policy formulation and in monitoring delivery of all housing services.
- To represent Housing Services, internally and externally at Meetings or Committee, as appropriate.
- Manage Housing Services budgets and operate within approved budget levels.
- To ensure that the council is proactive in its pursuit of net zero aspirations.

Essential requirements:

- Must be able to demonstrate their ability to lead and direct multi-functional teams within the Resource.
- Educated to relevant degree standard and professional qualification or equivalent relevant experience.
- Demonstrate substantial leadership and change management experience, with excellent strategic, operational and financial management skills across complex public sector organisations.
- Possess a strong customer focus on delivering customer service needs aligned to the business within relevant legislative parameters.

Behaviours framework

The council's behaviour framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

Efficient

- Drives service improvement and innovation by communicating vision and a sense of purpose across area of responsibility.
- Achieves efficiency savings taking account of wider council objectives and workforce planning requirements whilst improving outcomes for the communities of South Lanarkshire Council.
- Develop services which have a positive impact on the physical environment of South Lanarkshire Council ensuring sustainability of resources.
- Adopt a non-bureaucratic approach to service delivery and encourage others to seek simple solutions to achieve objectives.
- Adopt a project management approach when reviewing services and delivering change.

Flexible

- Plans for the variability of service demand and resource availability ensuring the system has the resilience and capacity to cope with uncertainty.
- Leads creative approaches in designing structures and services and developing new ways of working which achieve efficiency and improvement.
- Views and presents change as an opportunity to modernise and 'future proof' services.
- Drives change by persuading and influencing others.
- Understands the impact of change on others and becomes a focal point of support and guidance in times of uncertainty.
- Takes responsibility for change and coaches other to do the same.
- Communicates facts to dispel rumours.

Performing

- Focus on strategic long-term outcomes, anticipate changes in working practices and effectively manage transitions.
- Encourages collaborative working to identify opportunities for improved service delivery, processes or performance.
- Is customer focussed and works to achieve continuous improvement and excellence within the council, as well as with partners and other stakeholders locally and nationally.
- Gives teams defined structures and clear direction, enabling a strong sense of ownership and personal responsibility for the delivery of outcomes and objectives.
- Health, safety and wellbeing are at the heart of approach and ensure that these principles are understood in the application of your strategic responsibilities.

Working with others

- Spends time building relationships with partners.
- Facilitates elected member involvement and consults with representative groups when formulating strategies.
- Inspires a 'one team' culture.
- Builds networks, locally regionally and nationally to help provide support and expertise by shaping and driving forward agendas and addressing concerns.
- Role models inclusive leadership; respecting colleagues, partners and customers and treating people according to their needs.
- Engages with communities, internal and external partners ensuring the full range of views are taken into account.
- Understands the importance of communication, evaluates its effectiveness and takes steps to improve; leading and encouraging open communication at all levels in the organisation.
- Understand respectful challenge and makes own case whilst recognising the concerns of others.

Leading

- Visible and accessible to employees within your service/area of responsibility.
- Role model for inspirational leadership.
- Builds commitment and engagement to improve team cohesion and outputs
- Demonstrates sensitivity and good judgement in decision making and relationships.
- Is able to take difficult decisions in complex and challenging situations for the best interests of the service and the council.
- Evaluates resources, options and consequences in decision making.
- Communicates positive messages about the organisation, acting in its best interests and being an ambassador for South Lanarkshire Council.
- Understands the power and authority that comes with the senior manager role and adapts behaviour to ensure interactions with others are positive and empowering.
- Coaches and mentors others and has continuous learning and development and Succession Planning as a key priority for the service.

Position requirements

Qualifications

Educated to relevant degree standard and professional qualification or equivalent relevant experience.

Experience

- Demonstrate significant experience of Housing Services at a senior level within a large, complex organisation.
- Ability to demonstrate leadership, to inspire and influence.
- Able to build successful partnerships and engage stakeholders.
- Demonstrate detailed technical knowledge of relevant statutory procedures, regulations and influences in relation to housing management functions.
- Excellent communication skills and ability to build effective relationships with employees, customers, elected members and stakeholders.
- Ability to work collaboratively within a multi-disciplined environment to drive forward a culture of teamwork, accountability and success.
- Demonstrates an understanding of the role that housing-led regeneration will play in the delivery of the council's corporate objectives.
- Strategic approach and vision to deliver service improvements.

Personal Qualities

- Strong personal commitment to improving local public services.
- A strong commitment to honesty and openness, treating people consistently, fairly and with respect.
- To be persistent, tenacious, highly motivated and not easily discouraged.

Other

- This post has been politically restricted in terms of the Local Government and Housing Act 1989.
- This post is excepted in terms of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 2003.

Recruitment checks

As part of our commitment to good practice, statutory compliance and safer recruitment, we carry out essential pre-employment checks relevant to the role.

These checks may include confirmation of identity and right to work status; PVG membership and Disclosure Scotland checks; proof of qualifications, professional registration/ membership checks; foreign police check (if you have lived abroad for over 3 months in the last 10 years), employment history including gaps in employment, and employment reference checks.

To support an efficient recruitment process, candidates are asked to provide any requested information or documentation as soon as possible.

Equal opportunities and inclusion statement

The council is committed to fostering equality, diversity and inclusion in its workforce. Therefore, we welcome applications from all sectors of the community, including under-represented groups within our workforce.

We are keen to receive applications from candidates who have a disability, who are from a care experienced background, who are from a black, asian or minority ethnic background, from a military service background and from those who are new Scots.

As a Disability Confident employer, we guarantee an interview to all disabled applicants who meet the essential criteria as outlined in the job profile for this position.

As proud holders of the UK Armed Forces Covenant Gold Award, the Council is committed to supporting members of the armed forces community, including service leavers, veterans, reservists and their families. In line with this commitment, service leavers, their close family members, veterans and reservists will be guaranteed an interview if they meet the essential criteria as outlined in the job profile.

All applications for this post are online

Please note that all correspondence will be via the email address you provide; it is therefore recommended that candidates check their inbox, junk and spam folders regularly so that vital communication is not missed.

Further information

You can find more detailed information about the council, its priorities and its policies by following these links:

South Lanarkshire Council website

- Council departments
- Council performance
- Connect – council plan
- Plans and policies
- South Lanarkshire councillors and committees

South Lanarkshire View

South Lanarkshire Leisure and Culture

South Lanarkshire Health and Social Care Partnership

South Lanarkshire Community Planning Partnership

If you need this information in another language or format, please contact us to discuss how we can best meet your needs.

Phone: 0303 123 1015
Email: equalities@southlanarkshire.gov.uk

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