

thirteen

Chief Investment and Property **Officer**

Candidate pack

Location: Middlesbrough (Hybrid working)

Salary: £160,109pa



Welcome from Matt Forrest

Thank you for expressing your interest in becoming our new Chief Investment and Property Officer.

This is a newly created role in our senior leadership team but before I tell you more about that, let me give you a bit of background about Thirteen...

We're a customer-focussed housing association providing housing and support services across England's North East, Yorkshire and Humber regions. Today, we own and manage over 36,000 homes, with over 1,600 colleagues providing services for around 100,000 customers. Our vision is to be the most trusted housing association, with happy customers.

This is an exciting time to join Team Thirteen. We have a new Business Strategy built on three foundations: Happy customers, Fantastic homes, and Brilliant people. Following a colleague-led culture refresh, we're embedding our 'Better Together' approach as well as our values: Accountable, Proactive, Courageous, Considerate. And we have just secured the highest possible C1/G1/V1 ratings following an inspection by the Regulator of Social Housing.

You will help shape our strategic direction, strengthen our sector position, and lead property operations.

But we're far from complacent! As they say, to stand still is to go backwards. And so we're pressing ahead with transforming how we work to make sure we can continue to deliver great things.

That's where you come in.

We're looking for a Chief Investment and Property Officer to join our leadership team. You will help shape our strategic direction, strengthen our sector position, and lead property operations with a 30-year vision. You will drive new homes development, regeneration, asset management, and property and commercial investment across our portfolio, ensuring all of our homes are safe, sustainable and fit for the future.

You must have a strong background in asset management, compliance, and sustainability, with experience of overseeing housing stock regeneration and infrastructure improvements. You will have the ability to lead complex, large-scale projects, using data-driven insights to enhance current assets, build new homes, ensure compliance, and mitigate strategic risks. We're looking for a strong communicator who can drive progress, with in-depth knowledge of key areas including building safety, tenant rights, housing standards and sustainability.

If this sounds like you, I look forward to hearing from you!

Matt Forrest
Chief Executive



Who we are

We're a housing association that provides around 100,000 people in the North East, Yorkshire and Humber regions with homes, support and opportunities to grow.

First things first – we're proud to put our customers at the heart of everything we do.

That means investing millions of pounds each year to keep our homes safe, secure and well maintained. It means supporting people who need help to get onto the housing ladder, pay rent and to keep their home in good repair.

And it means building high-quality new homes for rent and shared ownership (we're a strategic partner in Homes England's Affordable Homes Programme).

But we don't just manage and build homes. We help people into work and training.

We deliver services to prevent homelessness and support people affected by domestic abuse. And we continue to take decisive steps towards net zero, as we reduce our impact on the environment.

Of course, we know we can't do everything on our own and so we place great importance on working with our partners and listening to their views.

After all, we're better together!

If this sounds like your kind of thing, please do read on.

We're passionate about providing equal opportunities and welcome a broad diversity of talent to apply for our vacancies.



Working for Thirteen

If you're looking to have great days at work, you're looking in the right place!

But that's not all. When you work at Thirteen, you get access to a comprehensive benefits package too.

It includes:



31 days' annual leave



Birthday leave



Simplyhealth cash plan



Defined contribution pension scheme



Hybrid working



Car salary sacrifice scheme



Relocation support



Cycle to work scheme



Shopping and leisure discounts

Our strategy

Last year, we launched our new Business Strategy 2024-2035.

Following feedback from our valued staff and partners, we made it shorter, simpler and snappier.

It articulates our vision, mission, strategic priorities, values, and how they all fit together.



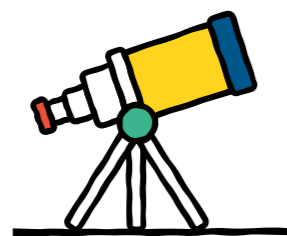
You'll find all the detail in the strategy document itself, including clear objectives, statements of ambition describing where we want to be in 2030 and 2035 and how we'll measure our progress along the way.

Read our Business Strategy 2024-2035 and supporting strategy documents.

Our values



Accountable



Proactive



Courageous



Considerate



How we performed in 2024/25



**Regulator of Social
Housing ratings**



90.0% overall
customer satisfaction



£229.4 million
turnover*



£32.5 million
net surplus*



£135.5 million
invested in new
homes*



£113.4 million
invested in existing
homes*



75.2%
of homes rated
EPC C or above



650
new homes
delivered

*provisional year-end position

Further reading:

- Read our [Annual Report and Financial Statements](#).
- Read our [Customer Annual Report](#).
- Read our [Environmental, Social and Governance Report](#).

About the role

Role:

Chief Investment and Property Officer

Salary:

£160,109pa

Location:

Middlesbrough (Hybrid working)

Reporting to:

Chief Executive

Closing date:

Monday 30 June

Your role in a nutshell:

Our leadership team drives our success, making us the most trusted housing association by delivering fantastic homes and services through brilliant people. They shape our business strategy, champion our values, and embed a culture where customer excellence is who we are. They create clarity with a clear vision, generate energy by inspiring and supporting colleagues, and deliver success by empowering people to thrive.

As a member of our leadership team, our Chief Investment and Property Officer shapes the organisation's strategic direction, strengthens our sector position and leads property operations with a 30-year vision, driving new homes development, regeneration, asset management, and property and commercial investment across our portfolio, ensuring they are safe, sustainable and fit for the future.

What you'll do:

- Lead the property strategy to deliver safe, high-quality, sustainable homes and commercial properties that meet customer needs, support community goals, and the best return on investment for the business.
- Oversee the end-to-end asset lifecycle, driving a strategic approach to stock investment, cyclical and planned works and sustainability. Ensuring data led decisions are underpinned by accurate asset intelligence, performance analytics and customer insight.
- Shape the future of our new housing offer by responding to housing needs and customer aspirations and developing and delivering new homes to grow our presence in new markets and geographies.
- Optimise our existing commercial and housing portfolio to ensure we understand the best return on investment to enable long-term decisions that will deliver quality homes in thriving communities.
- Lead land acquisition, construction, sales, and customer care, ensuring risk is managed and contracts structured to drive quality and value.
- Collaborate with the Chief Customer Officer to ensure resident feedback shapes asset investment and property services and that customer involvement is central to design and delivery.
- Be the responsible person for building safety, health and safety compliance, and landlord responsibilities, ensuring regulatory assurance, effective duty holding and a strong safety culture across the "big 6" compliance areas.
- Build strategic partnerships with local authorities, housing associations, Homes England, and others to secure funding, approvals, and joint ventures that support placemaking and housing growth.
- Collaborate with the Chief Information and Technology Officer to drive digital transformation across property services, leveraging data, systems and automation to improve decision making, optimise investment and enhance supply chain performance and sustainability.
- Deliver financial and operational excellence by balancing customer priorities, safety and sustainability with efficiency, commerciality and long-term value.
- Inspire and empower high-performing teams, embedding a customer and data driven culture that delivers brilliant service across all property functions, while influencing the sector and promoting our brand as a leader in sustainable, customer-focused housing.

Must have skills and qualifications:

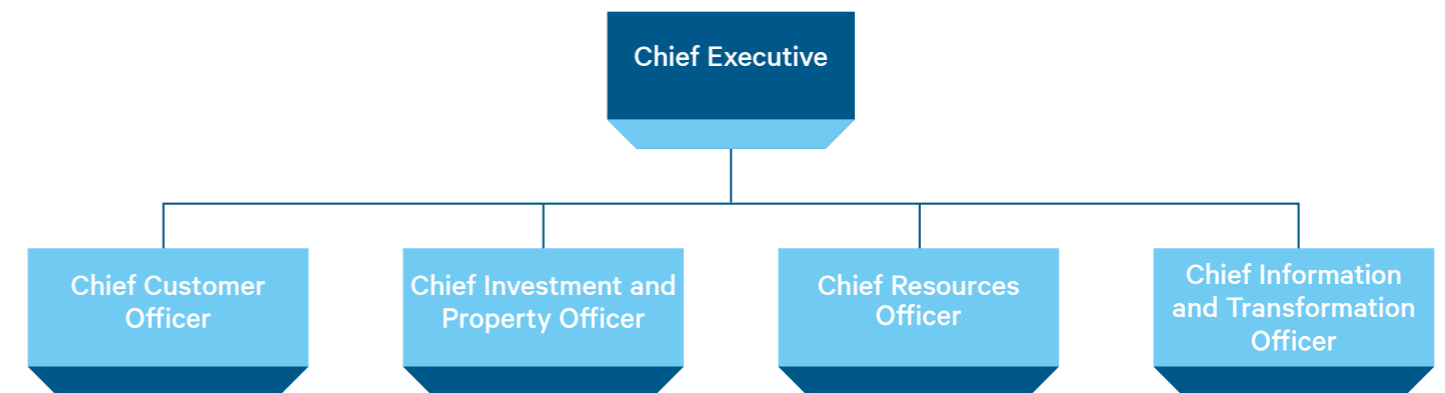
- Qualified and committed:** Relevant degree or professional qualification in a relevant field such as construction, asset management, development or surveying, or equivalent senior experience in property roles, with a commitment to continuous professional development, including achieving a Level 5 Chartered Institute of Housing qualification.
- Strategic leadership:** Proven track record in senior property leadership within housing, public, or regulated sectors, driving high performance and accountability, with the ability to effect transformational change that delivers efficient, and customer focussed services. A visible, energetic leader who builds trust, inspires teams, and delivers results in complex projects while driving accountability and high performance.
- Asset and regeneration expertise:** Strong background in asset management, compliance, and sustainability, with experience overseeing housing stock regeneration, and infrastructure improvements. Skilled in balancing long-term asset planning, new home development, and day-to-day operations, including property and commercial buildings management.
- Regulation and compliance:** In-depth knowledge of key areas including building safety, tenant rights, and housing standards and sustainability, with a proactive approach to risk management.
- Project and risk management:** Ability to lead complex, large-scale projects, using data-driven insights to enhance current assets, build new homes, ensure compliance, and mitigate strategic risks.
- Financial and digital excellence:** Experienced in managing large property-related budgets, driving efficiencies, and leveraging digital transformation and technology to improve services and outcomes.
- Collaboration and influence:** Strong stakeholder management and communication skills, with the ability to engage, influence, and collaborate effectively with stakeholders at all levels, including boards, regulators, government agencies, partners, contractors, local authorities, residents and internal teams.
- Customer and community focus:** Deep understanding of customer service excellence and how property services impact resident satisfaction and community well-being.
- Resilient and adaptable:** A strong communicator and stakeholder manager, able to navigate change and drive progress in fast-moving environments.

It's a bonus if you have:

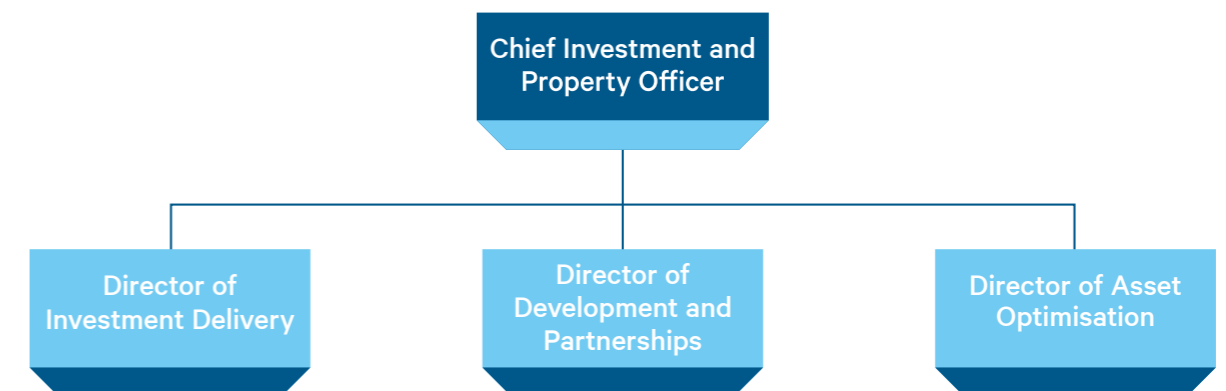
- Professional membership or chartership** (e.g. RICS, CIOB, CIH or equivalent) is highly desirable.
- Expertise in digital:** Strong knowledge of property systems to systems and digital tools to effectively manage our assets and maintain health and safety of our colleagues and customers.

Group structure

Leadership team



Your team





thirteen
Managing and building homes

For full details of our vacancies visit www.thirteengroup.co.uk/jobs.

Thirteen Housing Group

2 Hudson Quay
Windward Way
Middlesbrough
TS2 1QG

www.thirteengroup.co.uk

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We invest in people Gold

