



# MONMOUTHSHIRE HOUSING ASSOCIATION

## DIRECTOR OF PROPERTY

Candidate information

January 2026

CAMPBELL  
TICKELL





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# 1. Your application

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Thank you very much for your interest in this Director of Property post at Monmouthshire Housing Association (MHA). On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

You will no doubt do your own due diligence but do read this pack carefully as it will provide you with a good overview of the organisation and role. After you have done that, please feel free to get in touch with me, so that we can talk through your offer and get a sense of how that aligns to what MHA is seeking.

To apply, we will need the following from you:

- A CV. Make sure this confirms your current/most recent roles (you can sum up earlier roles, say before the last 15 years), tell us about your achievements so we get a picture of your skills and experience, and try to keep it to two pages or three at most;
- A personal statement. We want to hear about your motivation, why this role/organisation, and you will also want to evidence how relevant your offer is to the role specification; again ideally in two to three pages; and
- The declaration form, which is accessible via the role page on our website and includes space to indicate if you cannot attend any of the interview dates.

Please submit your completed application documents using the online form, which is accessible via our jobs page: [www.campbelltickell.com/jobs](http://www.campbelltickell.com/jobs). You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call 020 3434 0990.

**The role closes at 9am, Friday 6<sup>th</sup> February 2026.** Please ensure we receive your application in good time.

Do call if you wish to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards

*Isabella*

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## 2. Welcome

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Dear Candidate,

Thank you for your interest in joining Monmouthshire Housing Association as our next Director of Property Services. We are delighted that you are considering this opportunity and hope this recruitment pack gives you a clear sense of who we are, what we stand for, and the important role this position will play in shaping the future of our organisation. At MHA, we are driven by a simple but powerful purpose: to make it possible for people to have a place they are proud to call home. We believe housing is about more than bricks and mortar. Alongside providing safe, high-quality homes, we are committed to nurturing communities where people feel secure, supported, and able to live independently. Our wider support services, from financial wellbeing to tailored assistance for those with more complex needs, reflect our belief that everyone deserves the opportunity to build the life they aspire to.

Our organisation has grown significantly since our establishment in 2008, when we took on homes previously managed by Monmouthshire County Council. We have grown into a confident, ambitious organisation. Today, we manage over 4,000 homes across rural Monmouthshire, Torfaen and Newport and continue to set ambitious plans to expand further.

Our commercial subsidiary, Capsel Homes, plays a key role in this growth, delivering high-quality, sustainable homes for both the social and private sectors and reinvesting profits directly back into our communities. These achievements are made possible by the dedication of our staff, our partnerships with local stakeholders, and the trust and feedback of our tenants.

The Director of Property will be central to shaping the next chapter of our journey and ensuring our housing services continue to deliver the highest standards of quality, compliance, and value for money.

This is a senior leadership role that demands both strategic clarity and operational excellence. You will provide leadership across asset management, property maintenance, and development; drive the performance and evolution of our in-house Maintenance Team; and work closely with the Managing Director of Capsel Homes (our commercial subsidiary) to ensure seamless alignment across all property-related services. Your leadership will directly influence the quality, safety, and long-term sustainability of our homes.

As a member of the Senior Management Team, you will contribute to organisational strategy, decision-making, and continuous improvement. We are looking for a leader who brings ambition, insight, and integrity - someone who can balance strategic foresight

with practical delivery, who thrives in a collaborative environment, and who has the confidence and credibility to lead change across a growing and evolving organisation. Your influence will be critical in embedding a culture of innovation, inclusivity, and customer focus, ensuring that tenants' needs remain at the heart of everything we do.

This is a unique opportunity to step into a role where your vision, expertise, and leadership will have a tangible, lasting impact on communities across South Wales. You will have the chance to shape the future of our Property Directorate, influence the strategic direction of MHA, and lead initiatives that improve the lives of thousands of tenants. If you are passionate about creating sustainable, thriving communities and want to be part of an organisation that values innovation, collaboration, and excellence, this role offers a platform to make a meaningful difference and leave a legacy of positive change.

We look forward to receiving your application and learning how your experience, leadership, and vision can help drive our mission forward.

Yours sincerely,

*Gwynndaf*



### 3. About us

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Monmouthshire Housing Association (MHA) was established in 2008 following the transfer of homes previously owned and managed by Monmouthshire County Council. We are a registered charitable social landlord under the Cooperative and Community Benefit Societies Act 2014 and form part of the Monmouthshire Housing Group. Our purpose is rooted in making a positive and lasting difference to people's lives by providing homes, services and support that help communities thrive.

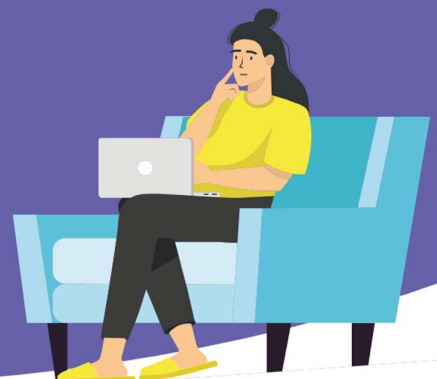
Today, MHA owns and manages more than 4,000 homes across rural Monmouthshire, Torfaen and Newport, and continues to grow its footprint across South Wales. We are proud to consistently achieve some of the highest customer satisfaction ratings in the Welsh housing sector, reflecting our strong focus on service quality, trust and meaningful engagement with tenants.

Housing at MHA is about far more than providing a roof over someone's head. We are committed to creating safe, sustainable communities where people feel secure, supported and proud of where they live. Alongside our core housing and property services, we provide a range of additional support services designed to help customers live independently and improve their wellbeing. These include financial and debt advice, tenancy sustainment support and practical assistance for those who need extra help.

Our customers and our family of over 250 colleagues are at the heart of everything we do. We believe that empowered, supported and motivated people deliver the best outcomes, and we place strong emphasis on collaboration, learning and continuous improvement across the organisation.

Capsel Homes, our wholly owned commercial subsidiary, plays a key role in delivering our development ambitions. Capsel develops high-quality, sustainable homes for both the social and private sectors across South Wales, with profits reinvested back into our communities. This integrated approach enables us to grow responsibly while maximising social value and long-term impact.

MHA is entering an exciting period of transformation and growth. Our ambitions include managing 5,000 homes by 2030, expanding our development pipeline, delivering the Wales Housing Quality Standard 2 programme, reducing carbon emissions across our homes and embracing innovation and new technologies to improve service delivery. We are also undertaking a rebrand, shaped by our stakeholders, to reflect our future vision as a developer, partner and employer of choice. Strong governance, financial resilience and a clear strategic direction underpin everything we do. We work closely with partners, regulators and stakeholders to ensure our services remain compliant, responsive and aligned with the needs of the communities we serve.





## 4. Our vision, values, growth & ambitions

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### Our Vision

To provide sustainable homes and create thriving communities that meet our stakeholders' expectations. Every day, we seek to transform lives by enabling our communities to realise their ambitions through the delivery of safe, high-quality homes, services and support.

### Our Values

#### Open

We act honestly, with integrity and transparency, ensuring our decisions are inclusive and informed.

#### Fair

We are committed to equality of opportunity and delivering services that are accessible, respectful and even-handed.

#### Flexible

We are innovative, proactive and open to change, viewing new challenges as opportunities to improve.

#### Achieving

We set ambitious goals and work collaboratively to deliver high standards and positive outcomes for our communities.



### Our growth & ambitions

We are focused on building a stronger, more sustainable future. By 2030, we aim to manage 5,000 homes across South Wales, deliver the Wales Housing Quality Standard 2 programme, reduce carbon emissions across our homes, and continue expanding our housing stock through new developments and acquisitions. Our growth is guided by a commitment to tenant safety, wellbeing, and inclusivity, while fostering strong partnerships and maximising the positive impact we make on the communities we serve. MHA is more than a housing provider – we are a community-focused organisation committed to innovation, collaboration, and excellence. Joining us means being part of a team dedicated to making a tangible difference in people's lives and shaping the future of housing in South Wales.

## 5. Role profile



### Job Title

**Director of Property**

### Contracted Hours

37

### Salary

TBC

### Responsible To

Chief Executive Officer

### Core Purpose

To support the CEO, providing strategic and operational leadership across the Property Directorate. Responsible for the effective development, delivery and performance of property services.

### How you will contribute ...

Provide strategic leadership of the Property Directorate, ensuring high-quality, compliant, and value-for-money services across asset management, property maintenance, and development.

Lead financial and risk management within the Directorate, ensuring robust planning, governance, and alignment with organisational priorities.

Shape and deliver property-related strategies, policies, and performance standards that support the corporate plan and regulatory obligations.

Actively contribute to corporate leadership as a member of the Senior Management Team, supporting strategic decision-making and organisational development.

Oversee the performance and continuous improvement of MHA's in-house Maintenance Team, ensuring service quality, efficiency, and alignment with tenant's needs.

Work closely with the Managing Director of Capsel to ensure alignment and collaboration across development and property services.

Engage with tenants, stakeholders, regulators and partners to ensure services are responsive, inclusive, and aligned with community needs.

Represent the organisation professionally and positively, promoting excellence, innovation and continuous improvement in all property-related functions.

### Contributions from all MHA colleagues

- Participate in Continuous Improvement of our services
- Compliance with our Financial regulations
- Encourage tenant engagement
- Maintain safe working practices
- Contribute to our 'Rent First' culture

The purpose of this job description is to indicate the general level of responsibilities of the post. The duties may vary from time to time without changing their character or level of responsibility.

### Our Values



#### Open

We will act honestly and with integrity and our decisions will be made inclusively and transparently.



#### Fair

We are committed to delivering services with an even-hand and ensuring equality of opportunity for everyone.



#### Flexible

We will be innovative and proactive and view change as opportunity.



#### Achieving

We will set and reach ambitious goals and targets.



## 6. Person specification

### Person specification

Who we are looking for	Essential	Desirable
Relevant professional qualification with evidence of continuous personal & professional development	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Senior leadership in social housing or similar non-profit organisation with in-depth strategic & operational Housing Sector knowledge	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Shows a passion for delivering and improving excellent service levels that provide tenant satisfaction and meet tenant needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Thorough knowledge of legislation, statutory regulations, and best practice to relevant to property including maintenance policies and systems and programme management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Thorough knowledge of building and procurement methods including term contracts, traditional contracts, open book collaborative projects, and design and build contracts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Thorough knowledge of public sector procurement and experience appointing and directing contractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to negotiate on behalf of, and represent the Association positively and professionally with ability to work with ambiguity and change	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Thorough knowledge of landlord's responsibilities in respect of Health and Safety legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Special circumstances</b>		

### Behaviours

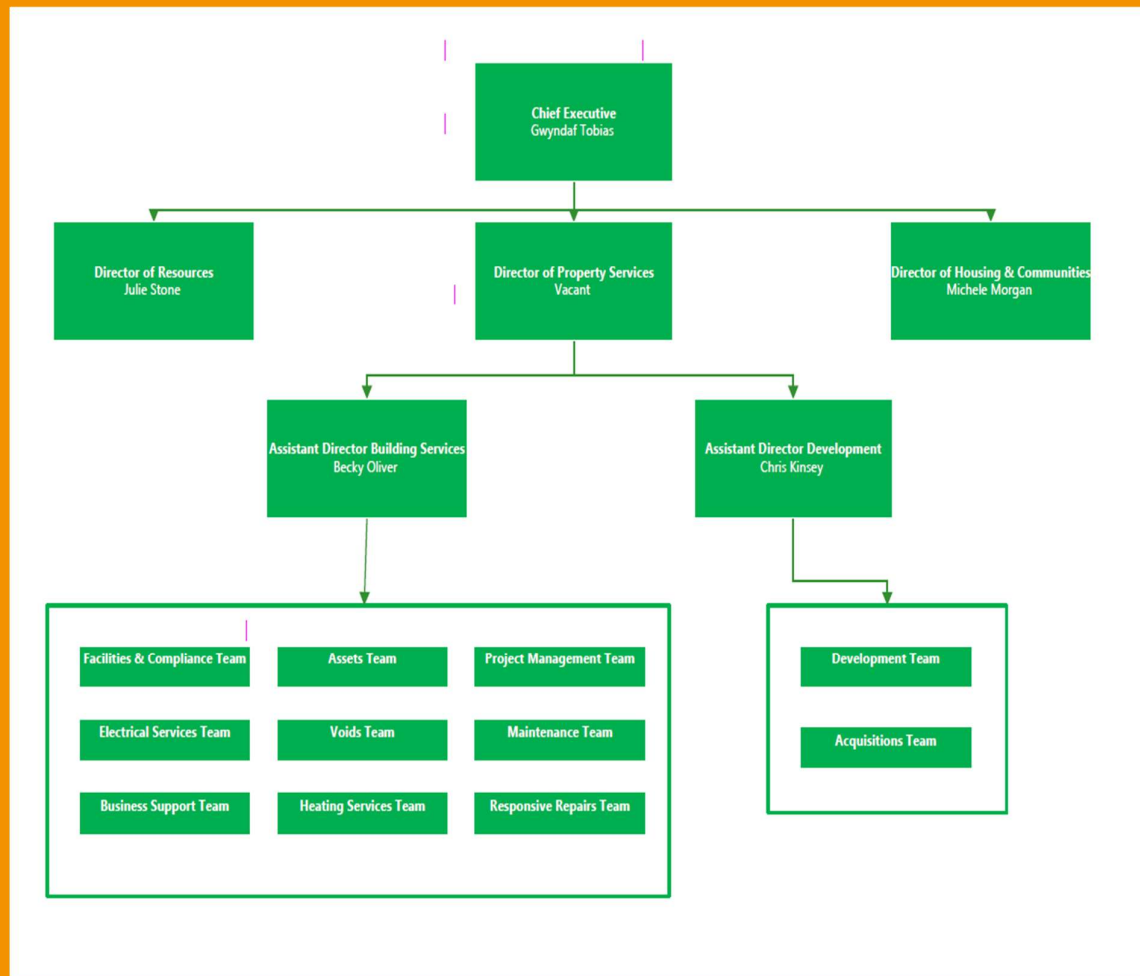
- Customer Focus
- Team Working
- Change Orientation
- Planning, Organising and Achieving
- Communication and Influence
- Respect and Diversity

### People | Places | Prosperity | Planet

 HEALTH CASH PLAN	 PERSONAL GROWTH
 FLEXIBLE WORKING	 PENSION
 GENEROUS ANNUAL LEAVE	 CYCLE TO WORK SCHEME

MHA1102

## 7. Structure chart



## 8. Key terms & conditions

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### Remuneration

Salary up to £105k per annum

### Other benefits

- Bupa Cash Plan
- LGPS Pension
- Optional 9-day fortnight working pattern
- Hybrid working

### Annual holiday entitlement

30 days paid holiday entitlement, in addition to bank holidays

We operate a Christmas closure so three days annual leave will be automatically allocated to this.

### Working hours and location

37 hours p/w

Due to the seniority of this post, there is a requirement for flexibility regarding working hours to ensure the full responsibilities of the post are met. Attendance at evening meetings will be required from time to time.

The majority of our employees are able to participate in our agile working, with most of our service areas operating flexible working hours, led by business need. We offer a variety of flexible working arrangements, including a 9-day fortnight working pattern. -

We are committed to supporting employees work/life balance and foster an inclusive and employee-first culture.

We work on a hybrid basis but there is a requirement for staff to be present in the office two days a week. Your main work location will be the contracted office location as would be detailed in your statement of terms and conditions of employment.

### Probation and notice period

The probation period for the role is 6 months.

The notice period after probation is 3 months.



## 9. Key dates

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### Closing date: Friday 6<sup>th</sup> February | 9:00am

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We will be in touch to let you know the outcome of your application by COP on Friday 13<sup>th</sup> February 2026.

### First stage selection interviews: Monday 16<sup>th</sup> & Wednesday 18<sup>th</sup> February | via Teams

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Longlisted candidates will be interviewed by a Campbell Tickell panel  
We will be in touch to let you know the outcome of this stage by COP on Tuesday 24<sup>th</sup> February 2026.

### Psychometrics: w/c 23<sup>rd</sup> February 2026

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You will be asked to undertake an online OPQ psychometric test, so that we can further explore your leadership style and approach. We will also arrange for a follow-up validation call with our accredited tester, so you can talk through your results ahead of the final interview.

### Final stage interviews: w/c 9<sup>th</sup> March 2026

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Stakeholder Session with the Tenant Voice Committee  
and

Final Panel interview with Gwyndaf Tobias – CEO, Gemma Taylor, Head of People, Julie Evans – MHA Board Member, Nicola Tindale – MHA Board Member. Clare Sion from Campbell Tickell will also be in attendance.

If you are unable to participate on any of the identified dates for interviews or other sessions, please do speak to Campbell Tickell before making an application.



## 10. Advertisement

### Director of Property

£105k | Pontypool, Monmouthshire | Hybrid

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At Monmouthshire Housing Association, we are seeking an experienced and strategic Director of Property to lead our Property Directorate and play a pivotal role in shaping the future of our organisation. This is a senior leadership position with responsibility for delivering high-quality, compliant and value-for-money property services across asset management, property maintenance and development, with a strong customer focus that places tenants at the heart of service delivery.

The role will provide strategic leadership across all property functions, leading financial planning, risk management and governance to ensure robust business planning and alignment with corporate priorities. As a member of the Senior Management Team, the Director of Property will contribute to organisational strategy, decision-making and continuous improvement, supporting the delivery of the corporate plan and meeting all regulatory obligations.

The postholder will shape and deliver property-related strategies, policies and performance standards, while embracing change and driving continuous improvement across the

directorate. They will oversee the performance and ongoing development of MHA's in-house Maintenance Team, promoting strong team working, clear communication and high standards of service quality, efficiency and responsiveness to tenants' needs. Close collaboration with the Managing Director of Capsel (MHA's commercial subsidiary) will be essential to ensure effective alignment and partnership working across development and property services.

The role requires proactive engagement with tenants, stakeholders, regulators and partners, using strong communication and influencing skills to ensure services are inclusive, responsive and aligned with community needs. The successful candidate will represent the organisation with professionalism and integrity, championing excellence, innovation, respect and diversity across all aspects of property leadership and service delivery.

This is an exciting opportunity for a senior property professional with strong leadership capability, strategic insight and a genuine commitment to delivering outstanding property services that support communities.

**Closing date: Friday 6<sup>th</sup> February 2026 at 09:00am**

For a confidential discussion, please contact Isabella Ajilore at Campbell Tickell: [Isabella.ajilore@campbelltickell.com](mailto:Isabella.ajilore@campbelltickell.com) to book a time for a conversation or call 07572 166 417.





# CAMPBELL TICKELL

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