

# Head of Property Services & Building Safety

Recruitment Pack | May 2026





# Contents

- 05 Your application
- 06 Welcome to SCH
- 09 About SCH
- 10 Job Description
- 16 Person specification
- 20 Property Services & Building Safety
- 21 Senior Leadership Structure
- 22 Key terms and conditions
- 23 Key dates and the selection process
- 25 Media advertisement





# Your application

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Thank you very much for your interest in this Head of Property Services & Building Safety role at Solihull Community Housing (SCH).

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 I can talk through your offer and get a sense of how that aligns to what SCH 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. Please 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 roles close at **9am, Tuesday 26th May 2026**. Please ensure we receive your application in good time.

I would be happy to have further discussion, so do get in touch and we can arrange a time to speak.

Kind regards

*Kelly Shaw*

**Kelly Shaw | Campbell Tickell**

kelly.shaw@campbelltickell.com

07900 363803

# Welcome to Solihull Community Housing

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I am very pleased that you are taking a look at this opportunity to join our Executive team.

As the ALMO and main provider of social housing in Solihull, SCH play an important role across this landscape. We are creating and responding to opportunity, but also focused on tackling challenge that impacts upon the wellbeing of customers, the neighborhoods they live in and the communities they are a part of.

Our strong local presence means that we have a close relationship with our customers and our Council partner, as well as other key agencies and organisations in the area. We value operating in one of the country's most diverse regions and are an organisation who welcome different perspectives, enabling people to bring their whole self to work.

This role is specifically accountable for the delivery of all Building Safety and Compliance works together with managing all aspects of responsive and void repair works across the complete HRA housing portfolio whether, through external contracts or directly employed staff.

As an executive leader, it is essential this role works closely with fellow colleagues in the operations directorate, wider organisation and in partnership with Solihull MBC, to ensure that customer services, housing, asset management, and building safety colleagues are all united in their focus on our customers and that we have a joined up approach across all of our work and delivery of the best services for our customers.

So, in addition to your knowledge, technical skills and ability to develop your team, this role will involve collaboration and influencing of colleagues as we work to achieve our vision - creating better homes and thriving communities. If this resonates with you, do read on to find out more. I think it's a job where a special person could really make their mark and support SCH to achieve its vision. I look forward to getting to know you better in this process.

Warm regards

*Darren*

**Darren Baggs**  
**Executive Director of Operations**  
Solihull Community Housing.





# About Solihull Community Housing

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We manage just under 10,000 tenanted homes, around 1,000 leasehold homes, 5,000 garages and a small number of shared ownership properties. We also manage around 100 temporary accommodation units, supplemented by private sector leasing properties.

The Council is the company's single shareholder, and the SCH Board takes oversight to ensure SCH works to deliver our strategic vision for creating better homes and thriving communities.

Our values are: honesty, excellence, achieving together, respect and transparency.

We have recently updated our [Strategic Vision and Delivery Plan 2026 – 2031](#), and hope that this will be made available to candidates soon. You can find out more by reading our [Annual report 2024/25](#) and our [Financial statements 2025](#). You will be able to get a strong sense that we are not just concerned with what we do, but also how we do things.

Our [Board](#) and [Executive](#) team lead our organisation and keep us focused on our strategic aims which are:

- Safety first -homes & neighbourhoods
- Homes to be proud of
- Customers at the heart of all we do
- Support & value Team SCH
- Building a stronger organisation



We care deeply about Solihull and play a crucial role in supporting the Council. The overarching [Solihull Council Plan](#) was approved by Council on 8 July 2025 and includes the following key themes:

- [The right conditions for everyone to thrive](#)
- [Services that people need in the right place at the right time](#)
- [Children and young people have the best possible outcomes](#)
- [Adults are supported to maximise wellbeing and independence](#)
- [A vibrant economy with increased access to opportunities](#)
- [Opportunities and fairer outcomes by acting on climate change](#)
- [An attractive and aspirational place](#)

Housing is central to the Borough's overall plan, and the 10-year [2023-2032 Housing Strategy](#) provides greater detail on how housing is expected to contribute to the wider aims for community wellbeing, sustainability, and regional prosperity.

# Job Description

**Post Title** Head of Property Services & Building Safety

**Post No** SCH 37

**Directorate** Operations

**Team** Property Services and Building Safety

**Salary Band/Range** Band J – (JE Aug 2025)

**Responsible to** Executive Director – Operations

**Location** SCH Offices/Blended Working

## Car User Status

Applicants must be able to drive, have a valid driving licence and be a car owner, however for disabled applicants, reasonable adjustments will be made where required.

## 1. Job Purpose

Lead the delivery of all Building Safety, Compliance and responsive repair work streams through contracts or directly employed staff with specific responsibility for operational performance and service delivery of Building Safety and Compliance assurance and the effective delivery of all elements of responsive and void repair works on behalf of Solihull Community Housing (SCH).

Take a proactive role in the leadership of SCH through membership of the Executive Leadership Team (ELT), taking collective responsibility for the delivery of the SCH strategic vision, delivery plan and associated strategies.

Develop and deliver highly effective performance driven customer focused services that are innovative, responsive and pragmatic in an ever-changing environment.

To be an ambassador for Solihull Community Housing (SCH) through leadership and role modelling corporate behaviours and values.

Ensure structures, systems and procedures within the division operate effectively and where necessary recommend and implement improvements and modifications.

Draft, deliver and monitor service plans in accordance with corporate aims and objectives meeting statutory requirement and best practice.

## 2. Key Responsibilities

### 2.1 Main Duties

- To lead the Building Safety, compliance, responsive and void repair teams across SCH, interpret legislation, making changes as required to SCH policies and procedures to ensure buildings are compliant with regulation, designed and equipped with appropriate safety systems for all areas of building safety including but not limited to Asbestos, Electrical, Fire, Gas, Legionella, Lift Safety and Damp Mould and Condensation (DMC), recommending any changes to the SCH ELT and SCH Board.
- Provide specialist professional and technical advice to effectively coach and mentor to improve knowledge and understanding of building safety and fire safety, resident engagement and compliance aspects relating to building management
- To deliver a high-quality customer focused safety service including robust management of any external contractors and partners engaged in its delivery;

- Build an understanding within SCH of building operating environments, legal frameworks, golden thread and safety case requirements for each building and implement changes necessary to meet those requirements.
  - Apply the key principles of good governance and risk management to ensure building and resident safety.
  - Provide effective communication to efficiently deliver building safety projects, engage residents and maintain accurate information systems that support the proactive delivery of building safety.
  - Ensure that all works to buildings managed by SCH meet statutory building safety requirements and are co-ordinated and delivered appropriately.
  - To take leadership responsibility for ensuring Fire Safety across SCH is always a strategic and operational priority and that best practice is observed and monitored robustly including the management of specialist surveying contractors (i.e. Fire Risk Assessors), including desk top reviews of Fire Risk assessments at planned intervals (quality assurance auditing) to ensure a suitable and sufficient FRA is provided.
  - Horizon scan and keep abreast of innovation to introduce best practice to the organisation.
  - Take responsibility for directorate budgets to deliver financially strong business activities through continued evaluation, delivering value for money.
  - Adopt a coaching style to empower, challenge and support staff, contributing to effective staff recruitment, retention and development.
  - Establish a robust approach to data driven performance management that celebrates success, encourages feedback, confronts difficult matters and is tenacious in resolving issues.
  - Support the development and delivery of an effective compliance culture, including health & safety; safeguarding; and data protection
- ## 2.2 SCH Organisational Duties and Responsibilities
- As an executive leader, work collaboratively to provide strong, dynamic and effective collective leadership aligned to agreed behaviours and values.
  - Work collaboratively with Heads of Service and wider leadership teams to ensure an integrated organisation which promotes and delivers the SCH Strategic Vision and Values.
  - Serve as an ambassador for SCH, championing the organisation's core purpose, vision, and values.
  - Inspire, motivate, and challenge staff to generate real commitment and a shared sense of purpose.
  - Proactively encourage creativity, innovative thinking, and fresh ways of working.

### 2.3 Proactively Encourage a High-Performance Culture

- To effectively performance manage all aspects of Building Safety, compliance, responsive and void repair activity to ensure delivery of key performance indicators.
- Set standards and targets for continuous performance improvement that put the customer at the heart of all considerations.
- Encourage and enable the development of innovative ideas and ways of working.
- Monitor outputs and outcomes, challenging and addressing poor performance and acknowledging and celebrating individual and team achievements.
- Monitor all construction, repairs and maintenance contractor work for their impact on all aspects of building safety, inspect completed works and ensure standards are to the highest quality
- Actively support the development of people, their knowledge and skills, and identify talent and potential across service areas.
- Encourage and develop a culture of seeing a problem through to its resolution.

### 2.4 Operate Strategically

- Working with service managers, develop a clear vision for achieving continuous service improvement.
- Plan and map appropriate routes to achieving this vision.
- Working collaboratively with SMBC to effectively deliver and meet the Council's

statutory and legislative responsibilities relating to construction works and Building and Fire Safety.

- Develop and use all available networking opportunities to broaden knowledge, experience, and better ways of working.

### 2.5 Work In Partnership

- Foster productive networks and effective working relationships both internally across SCH service areas, with SMBC and externally with other public (social) and private housing providers.
- Ensure joined up working across services with local partners and all stakeholders.
- Manage relationships with Authorities having Jurisdiction including good practice events, site visits and potential local enforcement notices
- Support the SCH board and existing partnerships with external stakeholders, as required including the production of reports and any other input required.
- Proactively engage with and facilitate collaborative working to achieve effective change and improved service provision.
- Ensure service compliance with Solihull's safeguarding agenda (covering both children and adults).

### 2.6 Communicate Effectively

- Communicate with people openly, directly, honestly and promote a free flow of ideas and information.
- Ensure service managers, their teams and other stakeholders are regularly

briefed and are kept informed of changes, developments and the 'Bigger Picture' concerning SCH's Delivery plan.

- Ensure that the giving and receiving of effective feedback becomes the norm across service areas and be prepared to confront difficult issues openly and with integrity.
- Be approachable to staff and customers.

## **2.7 People Management**

- To take overall management responsibility for the staff under your management
- Provide leadership, management, supervision, direction, and support to all service managers within your management.
- Seek opportunities to empower direct reports through delegation, coaching, mentoring, and by personal example.
- Lead by example demonstrating the SCH Values and Behaviours.

## **2.8 Safeguarding**

- SCH is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible or comes into contact with.

## **2.9 Financial Management**

- To ensure financial discipline is observed across at all times, operating within budget, delivering value for money and vigilantly identifying opportunities for efficiencies promptly as they arise, and any

opportunities for income generation.

- To hold and effectively manage the budgets for the service areas, delegating as appropriate.
- Be fully aware of the need to obtain Best Value in service delivery and to constantly seek to achieve efficiencies and value for money arrangements across all service areas.
- Have lead responsibility for the effective contract management of any contracts relating to your service areas.

## **2.10 Health & Safety**

- Health and safety laws require all employees to help SCH maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support SCH, managers and other employees, in meeting their health and safety legal responsibilities.

## **2.11 Information Management**

- As an employee of SCH, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998 and GDPR.

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### 2.13 Policies & Procedures

- The post holder will be accountable for ensuring that he/she is aware of relevant SCH policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

### 3. Other Conditions

#### 3.1 Mobility

- Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of SCH they may be required.

#### 3.2 Equal Opportunities

- SCH is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.

#### 3.3 Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and SCH therefore retains the right to amend job descriptions to reflect changing requirements.

### 3.4 Training and Development

SCH is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

### 3.5 Lean

SCH is committed to improving and streamlining its processes using 'Lean' techniques and expects all employees to share its commitment to continuous improvement.

### 3.6 SCH Behavioural Framework

SCH expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the SCH Behavioural Framework.



# Person Specification

This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

## METHOD OF ASSESSMENT (MOA) | AF = Application form, T = Test, I = Interview

Attribute	Essential Criteria	Desirable Criteria	Measured By
<b>Education &amp; Qualifications</b>	Educated to degree level or equivalent work experience.	Post graduate degree in Management Studies.	AF, I
	Hold or working towards a professional level 5 management qualification.	Leadership/Supervisory qualification NEBOSH Certification	
	Membership of a relevant professional body such as CIH/RICS etc. or evidence of continuing professional development.	Membership of professional technical organisation. MRICS, MCIQB.	
<b>Skills &amp; Abilities</b>	Significant management experience of motivating multiple teams to deliver a high-quality customer focused service and levels of performance.	External Audit Assessments	AF, I
	Comprehensive understanding of procurement legislation and 2015 Public Contracts Regulations.	Prince 2 Contract Management experience.	AF, I
	Excellent leadership skills, able to lead, motivate and engage teams to deliver a high-quality customer focused service and levels of performance.	Experience of working in Local Government or other parts of the public sector.	AF, I

Attribute	Essential Criteria	Desirable Criteria	Measured By
<b>Skills &amp; Abilities</b>	Very good financial awareness and strong monetary acumen, with the ability to manage large and complex budgets and meet savings targets.	Experience of developing an management strategies and demonstrable track record of results in relation to achieving excellent return on investment.	AF, I
	Able to understand and own complex issues, identifying and implementing innovative solutions whilst balancing the need to manage risk.	Ability to operate IT systems, including stock condition data bases and financial systems.	AF, I
	Knowledge and understanding of relevant legislation frameworks and key issues in the sector, including the regulatory and statutory framework within social housing.		AF, I
	Excellent leadership skills, able to lead, motivate and engage teams to deliver a high-quality customer focused service and levels of performance.		AF, I
	Excellent persuasive and negotiation skills, able to act as an ambassador for SCH.		AF, I
	Excellent written communication and report writing skills and excellent verbal communication skills at all levels including Elected Members, senior stakeholders and customers.		AF, I

Attribute	Essential Criteria	Desirable Criteria	Measured By
<b>Experience &amp; Knowledge</b>	Extensive experience at senior level in delivering either housing or property services, or ideally both, in a social housing setting, across a varied tenure profile and stock portfolio.		AF, I
	Comprehensive understanding of Building and Fire Safety legislation and best practice including the 2015 Public Contracts Regulations	Committed to continuous development of own skills and knowledge.	AF, I
	Technical knowledge and strategic understanding in areas such as Building Safety, compliance (big 7) responsive and void repairs.	Proven track record in leading multi-disciplinary teams in a customer focused environment. Experience of leading a DLO would be an advantage.	AF, I
	The preparation and presentation of management and/or technical reports to senior managers and Committee/Board members.	Proven ability to work effectively with all stakeholders.	AF, I
	Strong project and risk management skills with a high attention to detail and the ability to deliver complex technical contract specifications.		AF, I
	Understanding of embedding equality, diversity and inclusion in all aspects of work.		AF, I

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**Core Behaviours**

**Honesty** - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions

Interview

**Excellence** - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.

Interview

**Achieving Together** - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.

Interview

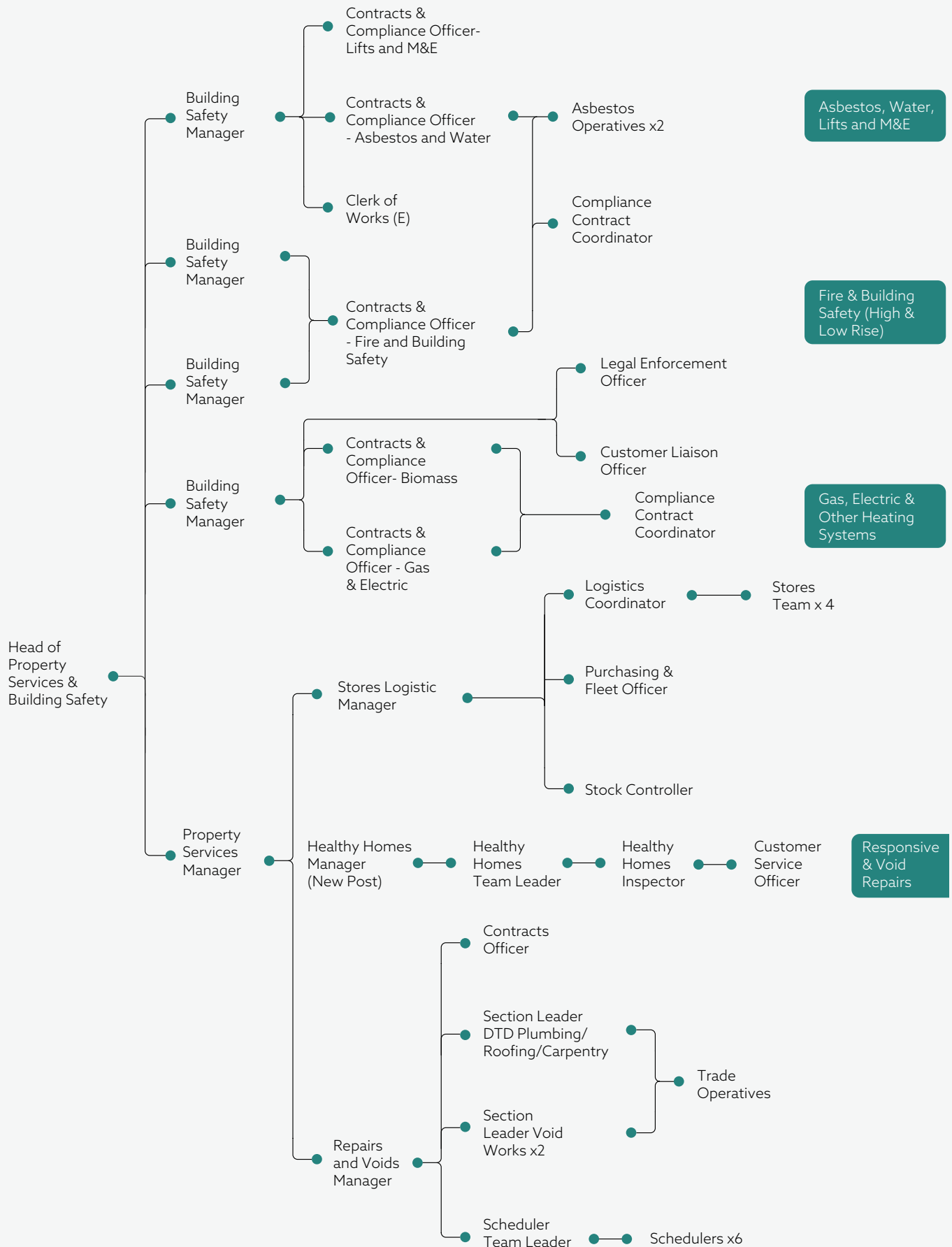
**Respect and Trust** - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.

Interview

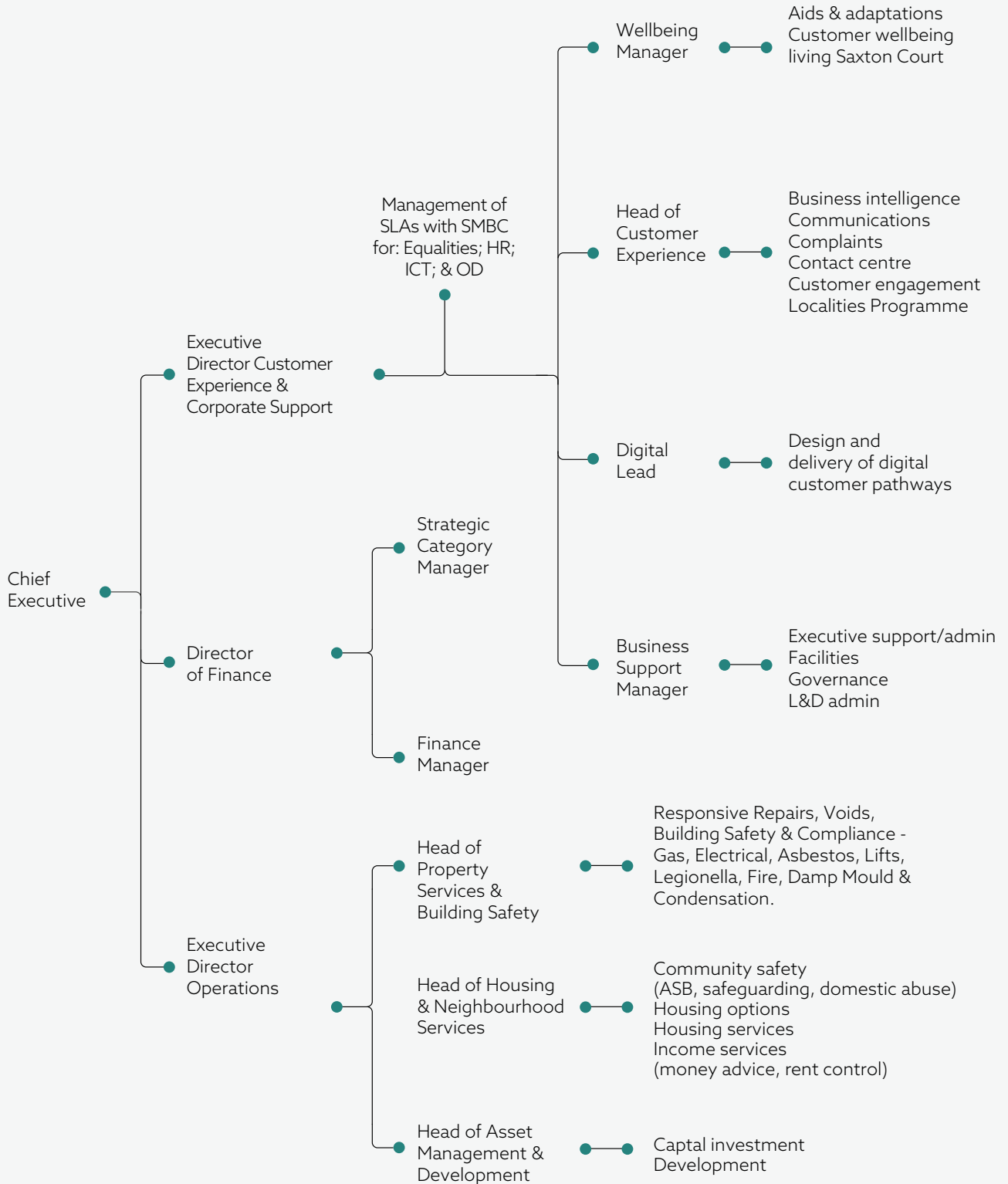
**Transparency** - You actively seek ways to prevent over- complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.

Interview

# Property Services & Building Safety Structure



# Senior Leadership Structure



# Key terms and conditions

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## **Remuneration**

An annual salary, depending upon experience of up to £82,366 - £86,977.

Local government pension scheme with matched employer contribution up to 16%.

## **Annual leave**

Up to 5 years' service - 25 days leave  
5 years and upwards - 30 days leave

## **Location**

The two main offices are based at Endeavour House, Meriden Drive, Solihull B37 6BX and Chapelhouse Hub,

Chapelhouse Road, Solihull B37 5HA.

Travel across all of SCH's operating area is essential given the importance of visibility for all senior staff. Occasional

national travel is expected in line with the requirements of the role.

## **Hours of work**

SCH keeps typical office hours from Monday to Friday. However, this is a leadership role and as such flexibility is expected in fulfilling role requirements. This will include evening work and occasional weekends too.

## **Probation and notice**

Confirmation of employment is subject to satisfactory completion of a six-month probationary period. The contractual period of notice after passing probation is three months.

# Key dates and the selection process

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## **Closing date: Tuesday 26th May 2026 | 9am**

We will be in touch with candidates on the afternoon of Thursday 28th May 2026 following the client meeting to let you know the outcome of your application.

## **First interview | Tuesday 2nd June 2026 | Via Teams**

Longlisted candidates will be invited to an interview with a Campbell Tickell panel.

We will be in touch with candidates on the afternoon of Thursday 4th June 2026 to let you know if you have been shortlisted for the final stage.

## **Final Stage | Wednesday 10th or Thursday 11th June 2026 (TBC)**

Final interviews will take place at Solihull Community Housing Limited, Chapelhouse Road, Chelmsley Wood, B37 5HA. There will also be the opportunity on the same day to meet a group of stakeholders.

## **The panel for final interviews will include:**

Darren Baggs – SCH, Executive Director of Operations

Paul Edwards – SCH, Executive Director, Customer Experience and Corporate Support

Satnam Kaur – SMBC, Assistant Director of Housing

Emma Birch – SMBC, HR Business Lead

Campbell Tickell in also be in attendance

Final candidates will also be asked to complete a psychometric assessment ahead of the panel interview which will be administered **Thursday 4th June 2026** and require a return date of **Monday 8th June 2026**

If you are unable to attend on any of the identified dates, please do speak to Campbell Tickell before making an application.



**CAMPBELL  
TICKELL**

# Head of Property Services & Building Safety

£82k - £87k pa | West Midlands

## Creating safe, healthy and good quality homes and communities for our customers

Solihull Community Housing (SCH) is an Arm's-Length Management Organisation (ALMO), established in 2004 to deliver housing services on behalf of Solihull Council. We manage just under 10,000 homes and are proud to serve a diverse and vibrant community with a strong sense of place.

We are now seeking an experienced and values-driven Head of Property Services & Building Safety to join our Executive Leadership Team. This is a critical senior role with strategic and operational responsibility for building safety, statutory compliance, responsive repairs and voids across SCH's housing stock.

Reporting to the Executive Director of Operations, you will lead the delivery of all building safety, compliance and property services workstreams, ensuring our homes are safe, compliant and well maintained. You will provide visible leadership across a wide portfolio including fire safety, gas, electrical, asbestos, lifts, legionella and damp, mould and condensation, alongside responsive and empty homes services delivered through a mix of in-house teams and external contractors.

As an Executive Leader, you will take collective responsibility for delivering SCH's strategic vision and corporate delivery plan. You will champion a strong building safety and compliance culture, ensure robust governance and risk management arrangements are in place, and drive continuous improvement, value for money and excellent customer outcomes.

This role requires someone who can operate confidently at both strategic and operational levels – interpreting complex legislation, shaping policy and practice, assuring compliance with the Building Safety Regime, and providing professional leadership to

teams, partners and stakeholders. You will also play a key role in resident engagement, ensuring effective communication and transparency around building safety.

You will bring substantial senior leadership experience within either housing or property services, or ideally both, with a strong track record in building safety, compliance and repairs. You will have a deep understanding of the regulatory and statutory framework in social housing and be confident managing complex budgets, contracts and performance.

A collaborative and inclusive leader, you will motivate and develop high-performing teams, adopt a coaching approach, and role model SCH's values and behaviours. You will be comfortable working with Boards, elected members, regulators and enforcement bodies, and acting as an ambassador for SCH.

At SCH, we value purposeful leadership, open dialogue and teamwork. You will join an organisation committed to continuous improvement, safeguarding, equality, diversity and inclusion, and making a genuine difference for customers and communities. If you are passionate about building safety, service excellence and inclusive leadership: and want to make a real impact at executive level, we would welcome a conversation.

For an initial discussion please contact [kelly.shaw@campbelltickell.com](mailto:kelly.shaw@campbelltickell.com) or call on **07900 363803**.

You can also download a recruitment pack at [www.campbelltickell.com/jobs](http://www.campbelltickell.com/jobs)

**Closing date** | Tuesday 26th May 2026 | 9am

# CAMPBELL TICKELL

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