

# thirteen

## Property Investment Delivery Director

Location: Middlesbrough (Hybrid working)

Salary: £111,244



# Welcome from Matt Forrest.

**Thank you for taking the time to look at our Investment Delivery Director role (internally known as Investment Delivery Director).**



Thirteen offers 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 lead the strategic delivery of investment services, ensuring we provide fantastic homes that meet our customers' needs while being safe, secure, and energy-efficient.**

But rather than rest on our laurels, 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 Investment Delivery Director to join our team. You will lead the strategic delivery of investment services, ensuring we provide fantastic homes that meet our customers' needs while being safe, secure, and energy-efficient. You'll oversee the design and procurement of our investment programme, manage future partnering contracts, and take responsibility for planning, mobilization, and the commercial management of delivery.

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





# 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.



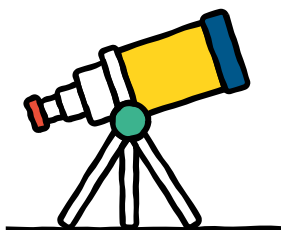
You'll find all the detail in the strategy document itself, including clear objectives, statements of ambition describing where we want to be in 2030 and 2035 and how we'll measure our progress along the way.

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

## Our values



**Accountable**



**Proactive**



**Courageous**



**Considerate**







# How we performed in 2024/25



**£229.4 million**  
turnover\*



**£32.5 million**  
net surplus\*



**£135.5 million**  
invested in new  
homes\*



**£113.4 million**  
invested in existing  
homes\*

\*Provisional year-end position





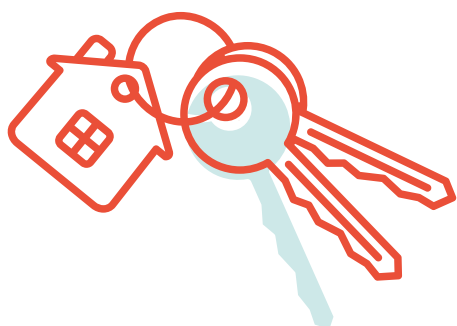
## **Regulator of Social Housing ratings**



**90.0% overall**  
customer  
satisfaction



**75.2%**  
of homes rated  
EPC C or above



**650**  
new homes  
delivered

### **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:**

Investment Delivery Director

**Salary:**

£111,244

**Location:**

Middlesbrough (Hybrid working)

**Reporting to:**

Chief Investment and Property Officer

**Closing date:**

27th July

**Your role in a nutshell:**

Our Service Directors play a vital role in driving our success, ensuring we deliver fantastic homes and outstanding services through brilliant people. They shape and enhance our service strategies, champion our values, and embed a culture where customer excellence is just who we are. They create clarity by setting clear expectations, generate energy by inspiring and supporting colleagues, and deliver success by empowering teams to provide exceptional service and happy customers.

As our Investment Delivery Director, you'll lead the strategic delivery of investment services, ensuring we provide fantastic homes that meet our customers' needs while being safe, secure, and energy-efficient. You'll oversee the design and procurement of our investment programme, manage future partnering contracts, and take responsibility for planning, mobilization, and the commercial management of delivery.



# What you'll do:

- Lead and implement our multi-million-pound property investment strategy, ensuring large-scale projects are completed on time, within budget, and to high standards. Provide fantastic homes, community buildings and services that are safe, secure, and energy efficient.
- Ensure compliance with legal, regulatory, and health & safety requirements, fostering a culture of safety and continuous improvement.
- Oversee the investment repairs budget, ensuring efficient resource allocation and value for money. Develop financial plans and forecasts to support strategic decision-making and ensure financial viability.
- Champion customer excellence in property investment by leveraging satisfaction data, customer experience insights, and key metrics to design services and develop new approaches around customer needs. Drive initiatives to enhance satisfaction and resolve issues promptly.
- Ensure robust contractor management, overseeing procurement, performance, and compliance. Establish effective contract management processes to guarantee high-quality service delivery, adherence to standards and value for money.
- Build strong relationships with stakeholders, including customers, colleagues, contractors, and regulatory bodies. Forge partnerships with the Chief Customer Officer and Repairs Directorates to shape investment repairs plans and priorities. Collaborate with the Asset Optimisation Director to provide insights and influence strategy.
- Sponsor high-impact investment repairs transformation programs, collaborating with the Chief Information and Transformation Officer to deliver sustainable change for current and future customers. Shape data requirements to support the investment repairs strategy, ensuring compliance with legal and regulatory obligations and meeting customer needs with Information and Transformation and Customer Experience.
- Inspire, support, and empower teams to innovate, improve, and deliver outstanding service outcomes, whilst being an active and influential member of the Senior Leadership Team, contributing to the long-term success of the organisation.

# Must have skills and qualifications:

■ **Qualifications:** A relevant degree or professional qualification (Royal Institute of Chartered Surveyors (RICS) or Chartered Institute of Builders (CIOB) or equivalent demonstrable work experience and evidence of continuing professional development including achieving a Level 5 Chartered Institute of Housing qualification.

■ **Leadership and strategy:** Proven leader with a track record of developing and delivering strategies, driving success, and inspiring high-performing teams. Extensive experience in strategic property management, including asset management, investment and repairs. Known for creating clarity, generating energy, and motivating teams to excel while driving service improvements.

■ **Expertise and compliance:** Strong knowledge of the operating environment and regulatory and compliance requirements, including building safety, health & safety, and compliance in investment and repairs delivery, including CDM regulations. Proven ability to align asset strategies with financial, sustainability, and customer priorities.

■ **Financial and commercial acumen:** Skilled in strategic financial management, commercial acumen, and data-driven decision-making. Experienced in bidding, tendering, and contract management, with a proven ability to engage stakeholders effectively.

■ **Service improvement and innovation:** A strategic thinker who embraces technology, uses data insights, and delivers transformational change to enhance performance.

■ **Stakeholder engagement:** Strong collaboration skills, able to work effectively with regulatory bodies, contractors, customers, colleagues, boards, and other external partners to deliver results.

■ **Project and change management:** Proven ability to lead large-scale projects, manage risk, and deliver impactful change under pressure and tight deadlines.

■ **Customer experience and impact:** Passionate about delivering outstanding outcomes, ensuring current and future customers receive the best possible services.

■ **Communication and decision-making:** An independent, confident leader with sharp analytical skills—able to simplify complexity, make sound decisions, and communicate clearly.

## It's a bonus if you have:

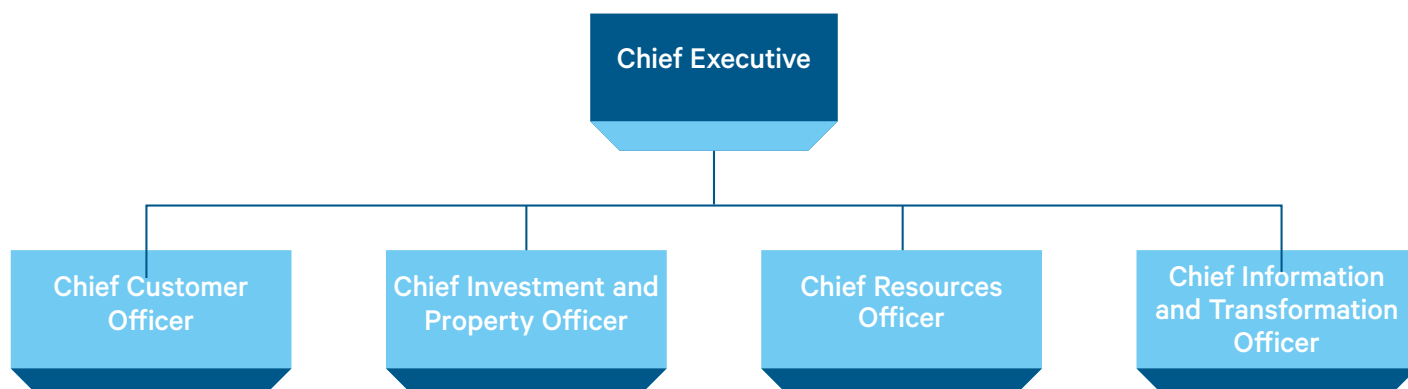
Experience working within a large housing association or social housing context.

Understanding of sustainability and energy efficiency initiatives related to property management.

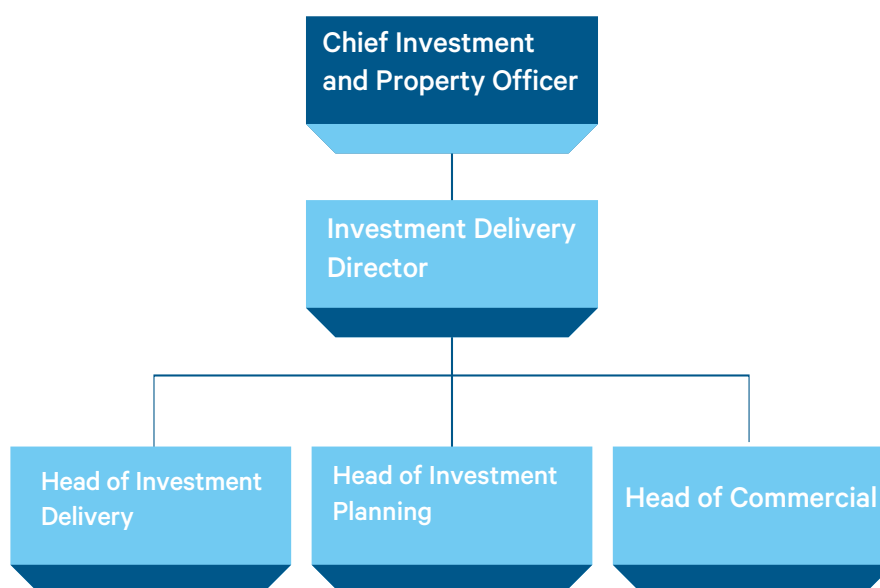


# Group structure

## Leadership team



## Your team



# How to apply

At Thirteen, we're committed to building a diverse workforce and welcome applications from all backgrounds, especially underrepresented groups.

Candidates should apply through our recruitment site [jobtrain.co.uk/thirteen](https://jobtrain.co.uk/thirteen) with a CV tailored to the role. For any queries, please contact our Talent Team by emailing: [recruitment@thirteengroup.co.uk](mailto:recruitment@thirteengroup.co.uk)

The closing date for applications is **27th July**.

A black rectangular sign with the word 'thirteen' in a large, white, lowercase, rounded font. Below it, the text 'Managing and building homes' is written in a smaller, white, sans-serif font. The sign is positioned in front of a blurred background of yellow flowers and a modern building.

# thirteen

Managing and building homes

For full details of our vacancies visit [www.thirteengroup.co.uk/jobs](http://www.thirteengroup.co.uk/jobs).

## Thirteen Housing Group

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Windward Way  
Middlesbrough  
TS2 1QG

[www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)

 @thirteen-group

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**INVESTORS IN PEOPLE**  
We invest in people Gold



Thirteen Housing Group is a registered society under the Co-operative and Community Benefit Societies Act 2014, registration number 7522.