

# THE TIME IS NOW

Our new three-year strategy is an investment in a sustainable future and to be the best organisation we know we can be, for our customers, colleagues, partners and wider society.

**It's time for a bold new Trust.**

## The Time is Now – come and join us!

For nearly 50 years, Trust has evolved. And so it continues today, as we ready ourselves to meet the housing, health, economic and climate challenges and opportunities of our time, with a strategy driven by the demands of our customers, colleagues and the society we serve at its heart.

We have a culture and legacy to be proud of, organisation wide capability, a solid team ethos, and people performing at the top of their game. We've never been more ready to meet the demands of our changing times

Our new three-year business strategy - *The Time is Now* - sets out our bold vision for the future. The new strategy, enabled by sector-leading digital and data, is an investment in a thriving and sustainable future. It's about co-designing and delivering customer and employee experiences that strive for 10/10 every time, feel effortless and personal, and deliver exceptional value. It's also about growing as a business and individuals, and playing our part in the response to the climate emergency by investing in a greener and net zero future.

In order to support our new strategy and bold ambitions we have a number of **exciting opportunities to join the Trust team**. We would love to hear from you if you think you are a good fit for Trust and we are a good fit for you. Read on to learn more about Trust and these exciting opportunities.

## Exciting Opportunities – **could this be you!**

To support the organisations growth under our new 3 year strategy; **The Time Is Now**, we have the following exciting opportunities to join Trust Housing Association:

- **Customer Experience Manager (Landlord)** (salary £41k-£45k + car allowance)
- **Customer Experience Partners (Landlord)** (salary £34k-£37k + car allowance)
- **Head of People and OD** (salary £61k + £6k car allowance)
- **Senior Finance Business Partner** (salary £41k-£50k)

If you're enthusiastic, driven and customer focused and think we are the right fit for each other, we'd love to hear from you. If you'd like to learn more about these exciting and challenging roles you can find more information on our Website under [Current Opportunities \(trustha.org.uk\)](https://www.trustha.org.uk)

**Our Vision is to be...**  
**An empowered and growing organisation that's redefining standards in service and performance, making a positive impact on our society and environment.**



## Our DNA & Culture – One Trust

Trust is an organisation that's never stood still, we've embraced change and we place no limits on learning. Expanding our skills and experience, our confidence and ambition and our capacity to trust, support and care for each other. We work hard to create exceptional experiences that help colleagues and customers to live well. That's why we seek out individual potential and throw the doors open to opportunity. Because growth of our business means growth for each and every one of us.

We are very proud of the Trust story. We were born out of a philanthropic movement in the 1970s and have grown over almost 50 years into a national and forward-thinking registered social landlord and care provider with over 3,600 homes across the length and breadth of Scotland, from the Highland and Islands down to Dumfries and Galloway. Our main offices are located in Edinburgh, Wishaw, Glasgow and Arran.

We are much more than a landlord and service provider though. We are an organisation who care. We're here to make a positive difference to the lives of our customers and the communities we serve. We are values driven and our culture is a vital part of our DNA and what makes us the organisation we are all proud of today. Our positive and inclusive culture is recognised externally by our Investors in People 'Gold' and 'Leaders in Diversity' accreditations.

# Our Values – One Trust

## Believe in better



Strive to make every experience exceptional

Make every decision and action a responsible one; compliant, ethical, respectful and good for our planet

Think commercially and compassionately to deliver exceptional value

Strive for simple and be data led

Make incremental improvements, everyday, to set new standards we can all be proud of

## Here for each other



Be kind, listen closely, trust and be trusted as we encourage and support each other to bring out our best

Welcome partnerships and collaborations so we might enjoy the benefits that new perspectives bring

Promote inclusivity, embrace diversity and recruit on fit first

## Love to learn



Be curious to try, fail and learn by experimenting inside a safe space

Commit to developing yourself and your skills and others along the way

Take pride in contributing to the bigger picture, and help us to grow sustainably

Take the lead. Be confident with your ideas, voice and actions



## Blended Working Model

For Trust, working is definitely something you do, rather than somewhere you go. We are leaving the days of 'old school' office working in the past and through our digital strategy we have been investing in modern, mobile and cloud tech to support our teams to work more flexibly in terms of being in the right place at the right time for our customers, the business and ourselves – whether that's in the 'office', at home or on the move.

We already embrace flexible working across the business. But COVID-19 has accelerated our thinking and we will shortly be kicking off work to co-design a new blended working model that will respond to new ways of working post COVID-19, designed around the customer experience and supporting work/life balance and wellbeing. This work will also re-imagine the purpose of our office spaces. Our office teams will continue to work from home for the foreseeable but will transition into a new blended working model once restrictions allow.

However, we don't expect or aspire to become a fully digital business. Face-to-face interactions with our customers and collaborating with each other is an important part of our culture and how we do business. Blended working won't work for everyone and every job role is different but the model will aim to cater for all.

# THE TIME IS **NOW**

So our customers will...

...find us easy to deal with.

...enjoy more choice and opportunities to self-serve.

...experience interactions and solutions designed by them and for them and their unique circumstances.