

Executive Director of Resident Services & Community

Candidate Information Pack



We're creating a stronger community.

Join us to play your part.



Welcome from Orla Gallagher, Chief Executive



Our mission to make residents proud of where they live and staff proud of where they work, is more important than ever.

By providing high quality affordable housing and services that meet the needs of the least privileged local people, we're creating communities they are happy to call home at a time of great uncertainty. We'd say that's something to be proud of.

Our core objectives will continue to play a critical role in helping everyone in our diverse community recover from the pandemic. But how we achieve them is changing. That's reflected in our updated corporate strategy, which we have reshaped to address dramatic shifts in the social and economic landscape.

One key part of responding to our residents' needs in this fast-changing world, is really understanding their challenges and aspirations. Only then can we truly help them overcome the barriers holding them back. In short, we provide homes, but we're motivated by people.

We already strive to achieve this. As an independent, local housing association we have close relationships with residents, local authorities, charities and partners.

But we want to do more, which is where you come in. This new and exciting role will drive the strengthened commitment to residents that is central to our new strategy. You will develop an in-depth knowledge of them and their communities, and use your insights to mould modern services that really make a difference. You'll get to know residents face-to-face and on the ground. You'll amplify their voice and you'll have their back.

If a local issue, initiative or opportunity emerges, we want to make sure our residents' views are heard. That means you'll also nurture effective partnerships with all stakeholders, so they can better understand how to support local communities.

Our knowledge, heroic employees, digital services and in-house maintenance team helped us perform brilliantly when the pandemic hit. Although the health crisis may be easing, for many in our community the economic ramifications are only just beginning.

They need a visible, expert, flexible and compassionate presence that goes above regulatory expectations to offer comprehensive support that genuinely changes lives for the better.

Are you up for the challenge?



About Housing Solutions

We are the leading housing provider in Maidenhead and the surrounding area, providing and managing homes for more than 7,000 households.

We offer a wide range of housing options, including affordable homes to rent, shared ownership homes to buy and market rent properties. We also provide specialist accommodation for older people and those who need additional care to live within the community.

Demand for housing across the areas we operate in continues to increase which has pushed the house price affordability ratio to more than 13 times average earnings. Consequently, there is huge demand for affordable and shared ownership housing, and social housing waiting lists are growing.



In response, and despite the uncertain economic environment, we're continuing to build homes for local people. In 2020/21 we successfully delivered more than 89 new homes, including homes for rent and shared ownership.

We have a strong financial base with comparatively high margins. Together with our relatively conservative development strategy, this has ensured we have been able to maintain our A+ rating with credit ratings agency Standard & Poor's.

We have also strengthened our governance framework and our G1/V1 rating was reaffirmed by the Regulator in December 2020.



About Housing Solutions

To help us thrive in a rapidly evolving world, we have recently updated our six-year strategic plan, refocusing it on three new goals that will run through everything we do.

They are:

(1) Safe – keep residents and colleagues safe.

(2) Satisfied – value for money services for residents and fulfilling careers for colleagues.

(3) Sustainable – deliver more effective services and more efficient homes.

**Safe
Satisfied
Sustainable**

We are leading the way in implementing innovations to help us achieve these. For example, we are committed to driving forward our digital transformation. We have increased our range of online services, developed innovative artificial intelligence solutions and provided internet access to many of our residents.

But we also recognise the importance of personal relationships and the human touch. That's why we make sure we are out and about in the communities we serve as much as possible, building rapport with our customer base and offering support to those who need it.

The hard work of the whole team and board has driven this success. And we've only just started.





Our Core Purpose

Our core purpose is to make our residents proud of where they live and our colleagues proud of where they work.

Our Values



Ownership



Innovation



Teamwork



Inclusion

Ownership

Each of us takes responsibility and will respond to an enquiry, issue or situation to ensure a satisfactory outcome.

Innovation

We will understand, value and nurture new ideas and use creative thinking, passion, energy and enthusiasm to achieve practical results.

Teamwork

We value each person and their job as much as we value our own. We welcome different points of view and will work cooperatively in teams and across teams to achieve more together than we could alone.

Inclusion

Our relationships with each other, residents and stakeholders are based on trust and respect. Individual differences are embraced by Housing Solutions and we have a strong desire to see diversity in the workplace.



ROLE ADVERT

Do you have the passion and desire to have a lasting impact?

As our first Executive Director of Resident Services & Community, you will be a key figurehead for Housing Solutions, comfortable working within our community and amplifying our voice and influence with our partners. You'll also take the lead on building new and deeper relationships with a range of local organisations, to make sure they are delivering solutions that really change lives for the better.

Your commitment to community and track record of transforming customer service performance will drive the success of our housing service, resident engagement, empowerment and inclusion strategy. And you'll combine this with the people skills to motivate and support your team to deliver it.

As an accomplished leader you will be able to demonstrate a range of qualities, including:

- Substantial experience in customer insight and communication, resident engagement, and empowerment.
- Experience of operating at director level with boards and committees.
- Proven ability to contribute to corporate executive strategies and functions.
- A track record of developing and leading customer engagement and empowerment strategies.
- Experience of strong financial management.
- Success working in partnership, ideally with local authorities, community agencies, and charities at an executive level.

We're a thriving and highly regarded local housing association. But we can't stand still. Your talent will help us go further to truly understand and address the rapidly evolving needs of our diverse community.

Only then can we achieve our mission to make our residents proud of where they live and our colleagues proud of where they work. It is a mission underpinned by our key strategic pillars:

- Safe – keep residents and colleagues safe
- Satisfied – value for money services for residents and fulfilling careers for colleagues
- Sustainable – deliver more effective services and more efficient homes

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The Role

JOB TITLE: Executive Director of Resident Services & Community

REPORTS TO: Chief Executive

MEMBER OF: Executive Team

PURPOSE OF THE ROLE

You will take responsibility for the entire customer journey and wider stakeholder management of all essential community partners. This will involve building our local influence by taking the lead on developing and enhancing partnerships, collaborations and new business opportunities in the area.

Alongside this you will have strategic responsibility for the delivery of resident services including: Housing Services, Resident Engagement & Empowerment, Income Management, Customer Contact Services, Supported and Specialised Housing Services, Customer Insight & Engagement.

As a corporate leader you will have responsibility for deputising for the Chief Executive and will work closely with the Board to deliver on our Corporate Plan and strategic objectives.

ROLE DESCRIPTION

MAIN ACCOUNTABILITIES

- Ensure top level performance across all key areas within Resident Services delivered through the leadership and management of highly multiskilled teams.
- Drive corporate involvement and position Housing Solutions at the forefront of community matters and opportunities.
- Use comprehensive and accurate resident data to make informed decisions across the business that protect residents and staff, maximise return on our activities and achieve value for money.
- Be a positive ambassador for Housing Solutions and create a culture of safety, satisfaction and sustainability.
- Lead a modern approach to growing business intelligence, including insights and initiatives around resident services and engagement.



ROLE DESCRIPTION

MAIN ACCOUNTABILITIES

- Ensure staff within the directorate are developed to their full potential, focusing on effective recruitment, training, motivation, performance management, appraisal and strong leadership.
- Provide assurance of compliance to the Board, Chief Executive, and executive directors of legal, regulatory, policy and standing order requirements.
- Inspire the team to drive efficiencies, continually seeking to deliver demonstrable value for money for our residents and effective working across the organisation.
- Identify and drive required changes to culture, structures and working methods in order to achieve efficiencies and improve outcomes and overall performance.
- Lead the development and implementation of the organisation's resident engagement, customer service strategy and business plan.
- Connect systems and services to create seamless end-to-end customer journeys.
- Take on other duties delegated by the Chief Executive and commensurate with this post, including deputising for the Chief Executive when necessary.

RELATIONSHIPS

- Work with a variety of internal staff; management, Directors, Board members and external stakeholder and partners including regulatory and compliance bodies.
- Represent the organisation to key local authorities, community groups, charities, local commercial firms, funders, Regulator of Social Housing, Homes England and other key stakeholders to maximise opportunities for development and growth.

FINANCIAL ACCOUNTABILITY

Direct budget responsibility for:

- Annual housing and operations budget - circa £20m
- Annual income collection target - circa £40m



ROLE DESCRIPTION

PERSON SPECIFICATION

Essential Experience

- A track record of operating at director level within the service sector with demonstrable success in developing and leading customer insight, communication, engagement, and empowerment strategies.
- Strong financial acumen, able to effectively manage large budgets and possess in depth knowledge of legal and regulatory frameworks.
- Experience of leading change and modernising services delivery including implementing digital consumer services.
- Experience of working with boards and committees with a proven ability to contribute to corporate executive strategies and functions.
- Experience of driving successful diversity and inclusion initiatives both internally and with customers.
- Successful track record of working in partnership ideally with local authorities, community agencies and key charities to achieve resident ambitions.

Personal Qualities

- A self-aware and inspiring leader, who has provided direction to an organisation; delivered results; and built organisational capability for the future.
- Excellent people management skills acting as a passionate advocate for change whilst focused on results with a drive to get things done.
- Ability to work corporately and strategically – evidence of setting long-term vision and direction taking into account conflicting priorities.
- A strong negotiator with influencing skills, able to establish personal authority and credibility, work across boundaries including with industry leaders and build sustainable relationships at all levels.
- Resilient and able to work under pressure and comfortable with the extra constraints placed by a regulated environment.

BENEFITS PACKAGE

In addition to a competitive six figure salary, you will also benefit from:

- Executive Car allowance of £6,422 or lease car allowance of £6,133.
- A defined contribution pension scheme offering a range of contribution levels up to 14% by Housing Solutions.
- Executive Annual Leave allowance - 30 days holidays plus public holidays.
- Executive Bonus Scheme maximum 10% per annum.
- Executive BUPA membership.
- A range of other benefits e.g. health related allowance, discounted gym membership.

HOW TO APPLY

To apply for this exciting opportunity please click [here](#).

You will need to provide your most up to date CV highlighting your key achievements in each role and with any breaks explained and a 2 page maximum supporting statement, outlining your suitability for the role and why you would like to work for Housing Solutions.

Closing Date for applications is Midday, Monday 2nd August 2021.

To arrange an informal conversation with the Executive Search Consultants at Badenoch + Clark who are supporting Housing Solutions with this appointment, please email Housingsolutions@badenochandclark.com.

