



# DIRECTOR OF HOMES & SUSTAINABILITY

## RECRUITMENT PACK



**Pride. Quality. Integrity. Innovation.**

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**Location:** Home based with a requirement to visit Gloucester regularly

**Package:** £81,900 per annum, plus a wide range of fantastic colleague benefits

**Contract type:** Permanent - Full Time - 37 hours per week

Ready to reignite your passion for work in a culture built around trust, empowerment and the development of colleagues? Want to experience this in a role that's key to making a difference to people's lives in our community?

Well good news...a rare and exceptional opportunity awaits at Gloucestershire's 'Best Place to Work'. A chance to join our Senior Leadership Team as the Director of Homes & Sustainability.

## The opportunity...

You'll inspire and lead the Asset Management, PropertyCare and New Homes Development teams in the delivery of innovative, high quality and effective services. You'll oversee all property investment decisions, while ensuring the highest standards of customer service, delivery, performance and value for money, supporting the vision and values of GCH.

Together with the Executive Director of Customer Experience, you'll regularly review, develop and implement GCH's Homes Strategy and New Homes Delivery Strategy, ensuring the stock is sustainable and our assets are well managed within the 30-year business plan.

You'll also work closely with the Director of Housing Operations to create collaborative approaches across the Property Services and Housing Management Service areas that will foster creativity, streamline processes and deepen our understanding of the customer journey, ultimately shaping the delivery of improved services.

We think GCH is a great place to work, but don't just take our word for it...

- Winner of **Best Place to Work** at Gloucestershire Live Business Awards 2023
- Winners of **Employer of the Year** at Housing Heroes Award
- Named a **Top not-for-profit organisation** to work for by Best Companies 2023

## What we're looking for from you...

- Our customer commitment isn't just a tagline - it's our driving force because we really care about our customers and our communities. You'll be passionate, motivated and eager to make a tangible difference to the lives of others through listening, acting on feedback and focusing on getting it right
- Your values will resonate with ours, feeling connected to our purpose and organisation. You'll bring an energy and enthusiasm to the role driven by our mission and our vision
- You'll have demonstrable ability to fulfil a senior level role, with experience in Asset Management, Property Investment, New Homes Delivery and Contract Procurement
- You can demonstrate strategic experience of leading, developing, and inspiring a team with an ability to grow our trust and empowerment-based culture across the organisation
- You'll have a broad understanding of modern Asset Management strategies
- Bring a sound understanding of the Social Housing sector and aligned values
- Can demonstrate a proven track record of managing resources, budgets and contracts with an ability to identify and eliminate risks in conjunction with our Director of Finance, ensuring value for money and the delivery of high-quality services
- May hold a relevant technical qualification such as CIOB, RICS or CIH or be able to demonstrate expertise through experience in a relevant field



# THE ADVERT

## Application Information

Check out the job description for more information on the role accountabilities and skills required. Have any questions or want to chat about the role? Contact Michael Hill, Executive Director of Customer Experience, who'll be happy to help.

**Closing date: Friday 29 March**

We'll complete shortlisting throughout the period of the advert, so the closing date may be brought forward if a suitable candidate is found.

## Interviews

- On **Tuesday 9 April**, we'll conduct two informal panel interviews with customers and colleagues and a formal interview with the Chief Executive and the Executive Director of Customer Experience
- If you can't make this date, let us know in your application

GCH promotes equal opportunities and welcomes applications from all community members, particularly those with lived experience of our work.

We celebrate the diverse nature of our customers and colleagues, striving to create a workplace that reflects the communities we serve, and where everyone feels empowered to be their authentic selves. We believe our differences are our greatest strength. Our values of pride, quality, integrity and innovation are at the heart of what we do. So, if this sounds like you, we'd be delighted to hear from you!

#SeeYourselfAtGCH #BeTheDifference



26 June 2023, Manchester Central

**WINNER**

INSIDE HOUSING



# YOUR APPLICATION

We're really pleased you're interested in our Director of Homes & Sustainability position.

On the following pages you'll find more information about GCH, which will provide you with a good overview and help you complete your application.

We're interested to find out more about you, your skills and knowledge, and your motivations and how these align with our vision and values.

To help demonstrate this, please provide a CV and Personal Supporting Statement.

The role will close on Friday 29 March. We'll shortlist applications as they come in, and if we receive high volumes, we may bring forward the closing date. So, it's best to get your application in as soon as you can.

The timeline for the selection phases of the role is:

- Two informal panel interviews and one formal interview: **Tuesday 9 April**
- We'll let you know the outcome of your interview by the end of the following week

If you're unavailable on these dates, please let us know in your application.

We look forward to discussing this opportunity with you further.

Best wishes



**Michael Hill**  
**Executive Director, Customer Experience**



# ABOUT US



We're proud of who we are and our place in the community as a social business and largest independent Housing Association in Gloucester, delivering on what matters to the 12, 500 people living in one of the 5,000 homes we manage.

With just under 5,000 people on the housing waiting list in Gloucester, we play a critical role in supporting this local need. We're highly visible within our neighbourhoods, a significant community partner helping to support and improve the life chances of our current and future customers as an employer, builder and place shaper.

While our legacy goes right back to the 1920s when our first homes were built in Tuffley, GCH became a not-for-profit independent Housing Association in 2015. Over the last 18 months we've undergone significant change with a new chair and chief executive, as well as several new board members.

The operating context continues to present opportunities and challenges for GCH and our customers, which we're well equipped to manage. Our strong governing body shapes our strategic direction, ensuring we deliver, while maintaining compliance, achieving high levels of customer satisfaction, upholding our reputation with stakeholders and maintaining strong financial viability.

We're regulated by The Regulator for Social Housing, who confirmed in November that we've maintained the highest Governance rating (G1) and the second highest Viability rating (V2) following our annual stability check. You can read about our many achievements during 2022/23 in our [Financial Statements and Annual Report on our website](#).

## Our Mission

Providing a safe, decent home for everyone and delivering services that meet our tenant's needs and expectations.

## Our Vision

Building homes and communities where people can thrive.



PRIDE

**Taking pride in everything that we do**

Having a positive mindset and can-do attitude

Doing what we say we will do

Taking ownership and responsibility



QUALITY

**Continually improving by challenging, listening and learning**

Using every opportunity to learn and improve

Working together to get things done

Taking the time to understand others



INTEGRITY

**Being fair, inclusive, objective and accountable**

Embracing diversity and valuing difference

Trusting each other to do the right thing

Speak up if it's not right



INNOVATION

**Creating opportunities to change and grow**

Looking for solutions and being productive

Not being afraid to fail and being open to new ideas

Using our own skills and experience to make a difference



# OUR LEADERSHIP TEAM

Our Board is supported by our **Executive Team**. The Director of Homes and Sustainability will report to Michael Hill, Executive Director of Customer Experience.



**ANNE SOUTHERN**  
Executive Director,  
Business Resources



**GUY STENSON**  
Chief Executive, GCH



**MICHAEL HILL**  
Executive Director,  
Customer Experience

Our **Senior Leadership Team** provides oversight and management of our front line and support services.



**REBECCA ANDREWS**  
Company Secretary



**PAUL HAINES**  
Director of Data  
Systems & Change



**CHARLIE MOREFIELD**  
Director of People  
Culture & Communications



**SOPHIE MORRIS**  
Director of Finance



**STEVE LANGSTON**  
Head of PropertyCare



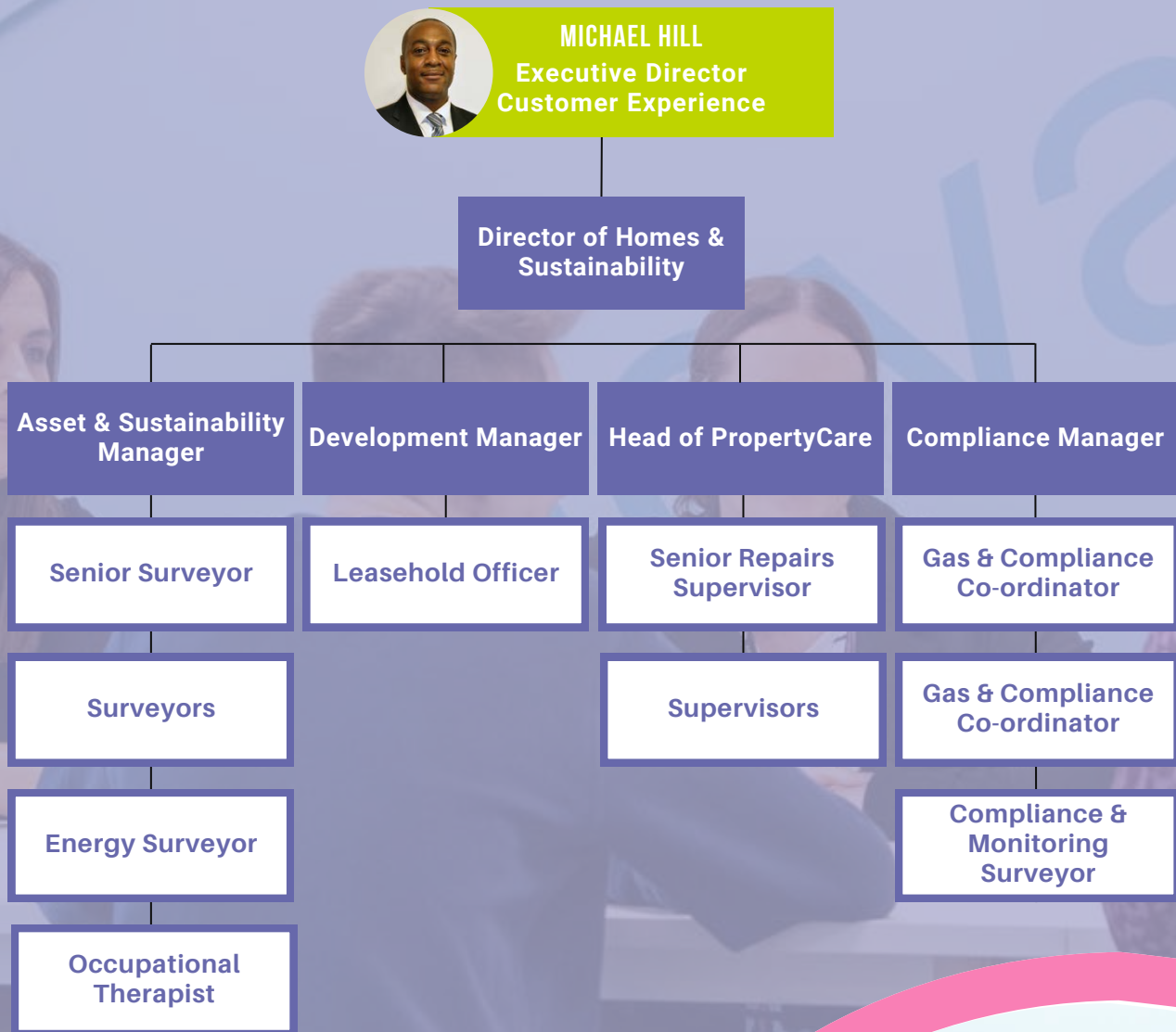
**NATALIE THELWELL**  
Director of  
Housing Operations



**VACANCY**  
Director of  
Homes & Sustainability



# TEAM REPORTING STRUCTURE





# ROLES & RESPONSIBILITIES

## PURPOSE

To lead the delivery of an innovative, high quality and effective Asset Management, PropertyCare and New Homes Development Teams.

Overseeing all property investment decisions while ensuring the highest standards of Customer Service, delivery, performance and value for money that supports the vision and values of GCH.

## KEY OUTCOMES

### HOMES STRATEGY

Work with Executive Director of Customer Experience to regularly review, develop and implement both the Homes and New Homes strategies, ensuring stock is sustainable and our assets are well managed within the 30-year business plan

### GCH STRATEGY

Work with Executive Leadership Team to set strategic plans of GCH, setting smart goals and directing employees to achieve results as required within the Corporate and Business Plan, in line with our mission, vision and values

### EMBED CHANGE

Develop, lead and embed change where required across all areas of responsibility to ensure our service offer continues to meet our customer value propositions and maximise value

### DATA

Own property data and implement the data strategy within the property services function, ensuring data is robust and supports sound decision making

### BUDGETS

Work closely with Director of Finance to develop and monitor service budgets, securing efficiencies and value for money as a key requirement of the GCH's financial strategies

### PROCUREMENT

Ensure effective procurement of partners and contractors in accordance with GCH's Procurement and Social Value Strategy. Working in partnership with contractors to leverage additional funding / services to support tenants

### REGULATION

Contribute to effective operational management of GCH, ensuring we meet regulatory standards and business objectives within the Corporate Plan and Business Plan

### DEVELOPMENTS

Work with Executive Director of Customer Experience to develop the strategic direction for GCH to expand existing in-house services and creating new commercial opportunities

### RISK MANAGEMENT

Manage an effective risk management framework that enables GCH to deliver its Property Services requirements in accordance with our Business Continuity Plan

## HEALTH & SAFETY

Ensure a robust and effective Health & Safety framework. Ensure we meet statutory Health & Safety requirements for tenants and employees and all partners are compliant with these requirements, including equalities legislation and any legislation relating to their relevant industry environment and standards

# PERSON SPECIFICATION

## LEADERSHIP & ACCOUNTABILITY



- Motivates, encourages and supports managers and colleagues through involvement and participation in decision making
- Listens and takes account of diverse views, praises achievement and celebrates success, creating a climate of trust and collaboration across GCH
- Takes ownership of problems and works positively with others to resolve them, ensuring our targets and objectives are met

## WORKING IN PARTNERSHIP



- Acts as an ambassador for GCH
- Encourages co-operation and collaboration, sharing ideas and information with partners, building productive relationships with colleagues, individuals and organisations
- Actively seeks to develop and enhance the network of contacts outside of GCH and encourages and supports others to do so too
- Communicates effectively, seeking others input and valuing their contribution

## DELIVERING EXCELLENCE



- Develops a culture of creativity and innovation where problems and setbacks are used for learning and improvement
- Constantly challenges existing practices and procedures and identifies ways to improve services
- Creates an environment where people feel positive, valued and respected and empowered to succeed
- Recognises opportunities for business growth and responds positively to new challenges

## COMMUNICATION



- Communicates clearly and persuasively
- Actively listens to other people's views and opinions
- Ability to influence others through negotiation, advice and persuasion
- Ensures tenants and stakeholders are kept continuously informed and their expectations managed effectively

## EXPERIENCE



- Demonstrable strategic experience of leading, managing, motivating and developing staff in a changing environment
- Ability to act at a senior level of asset management, property investment, new homes delivery and contract procurement
- Demonstrable ability in performance management and success in meeting targets and objectives, alongside proven project management experience
- Proven track record of managing resources, budgets and contracts, with an ability to identify and eliminate risks, ensuring value for money and the delivery of high-quality services

## QUALIFICATIONS



- May hold a relevant technical qualification, such as CIOB, RICS or CIH or be able to demonstrate expertise through experience in a relevant field
- Hold, or willing to work towards a CIH Level 5 in Housing Management

## KNOWLEDGE



- A strong understanding of the Social Housing Sector and aligned values
- A broad understanding of modern Asset Management strategies
- Ability to support the development of business Strategies, demonstrating an ability to understand and utilise data and develop effective engagement activities, making sound analytical judgements and decisions in the context of organisational culture/politics

# KEY TERMS & CONDITIONS

The Director of Homes & Sustainability:

- Annual salary of **£81,900**
- **37 hour week**
- Home-based, with a requirement to attend meetings and sites in the Gloucester area

You can also enjoy some great benefits...



DC Pension Scheme through Aviva. GCH contributes 10% - double the minimum employee contribution of 5%, to help set yourself up for a secure financial future



Cash Back Medical Scheme through HealthShield to keep you in top shape

A generous 30 days annual leave per year (runs October - October), plus bank holidays



Flexibility to buy and sell holiday, ensuring you have time off when you need it most



Life Event Leave for those significant moments, like moving house, getting married, becoming grandparents or even taking a driving test



Our trust based working approach provides increased flexibility to meet the needs of the business and our lives outside work



Access to our Employee Assistance Programme, offering you 24/7 advice and guidance when you need it



Occupational Health referrals where needed to support you every step of the way



Benefits Portal, where you'll gain access to exclusive savings and deals on a wide range of purchases and memberships



Cycle to work Scheme, part of salary sacrifice, helping you stay fit and well on your daily commute



FinanciallyWell Employee Loan Scheme for when the unexpected happens

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