

**Role Profile**

**The purpose of this document is to give a high-level description of the role, to enable you to have a reasonable understanding of what are the main responsibilities and objectives. In addition, the person specification indicates the skills and experience that you will need to be successful in this role.**

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| **Job Title:** | Head of Property & Compliance |
| **Directorate:** | Homes  | **Department:** | Property & Compliance |
| **Reports to:** | Homes Director  |
| **Line management responsibility:** | Asset ManagerCompliance ManagerResponsive Maintenance Manager  |
| **Budgetary responsibility:** | Yes Approximate amount: circa £7 million  |
| **Prepared by:**  | SG |
| **Date:**  | April 2024 |

**Overall Directorate purpose:**

**Deliver Brighter Places ‘Great Homes and Partnerships Strategy’**, underpinned by a commitment to a **Great Customer Experience**.

* Delivery will be through our Growth & Partnerships, Asset management, Decarbonisation and Repairs strategies, maximising the quality of our new and existing homes, engaging with customers to listen to and meet their hopes and needs.
* Asset Management will meet our customer promises, ensure our residents are safe, warm and comfortable in their homes. We will fully understand our homes based on good quality data and provide the highest quality homes we can.
* We will ensure our homes meet and exceed all property health, safety and compliance standards protecting our customers and our reputation as a landlord.
* We will deliver our Decarbonisation reducing the environmental impact of our homes and embracing new and innovative technology and solutions for new and existing homes.
* We will deliver our Growth & Partnerships Strategy, identifying and evaluating opportunities for development, and considering a wider spectrum of investment opportunities and related risks.
* We will identify and deliver new business and partnerships to support the development of superb new homes that contribute towards the sustainability of our communities and achieve our growth targets.
* We will put customers first; engage with, listen to and positively respond to our customers

**Overall role purpose:**

* Lead and manage the strategic delivery of Brighter Places Asset Management
* Lead on ensuring all maintenance activity is carried out and completed efficiently in a timely manner and to the required quality.
* Work with the Homes Director to further develop and implement our Asset Management strategies ensuring our customers have “Great Homes” that are fit for the future.
* Lead the Property & Compliance team instilling high performance culture to drive quality, value for money and continuous improvement service delivery.

**EDI Accountabilities:**

* Lead change initiatives within your team focused on improving the inclusivity of the services you provide.
* Hold to account stakeholders who display poor behaviour through a zero-tolerance approach.
* Educate and instil EDI best practice into your teams. Seek out development and learning opportunities where required.
* Talk about difference with your teams to further understanding and encourage Colleagues to be inquisitive.

**Key working relationships:**

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| **Who?**  | **How?**  |
| Internally  |
| Direct reports | Line management, coach, support and lead |
| Line manager and other members of the Executive team | Keep fully informed and escalate as appropriateProvide regular accurate information and updatesProvide strategic insight and assurance in areas of responsibility Promote and influence the take up of best practice Advise and guide Present proposals, solutions and ideas. Deputise for line manager where required |
| Board | Liaise with the board where required ensuring that the board have a sufficient information and assurance in relation to areas of control. |
| Homes directorate and other departments in Brighter Places | General leadership as a member of the Senior Management Team. Leadership in specialist areas Full collaboration and open communicationLeads by example engaging with colleagues and fostering a culture of open communication, values orientated performance and constructive challenge. |
| Externally |
| Our customers | Effective engagement with customers to shape service provision and strategic direction. |
| Partners | Engaging with partners ensuring the association delivers on its commitments and maximises the outcomes from the partnerships. |
| Regulatory Bodies | Engage with regulatory bodies ensuring the ability to undertake activities and proactively engaging with them to identify best practice |
| Stakeholders/other parties | Work with Stakeholders to promote Brighter Places and participate in other Groups to promote and engage for the benefit of BP |

**Key role responsibilities**:

**Corporate responsibilities:**

* With an emphasis on strong and positive communications and corporate messaging, deliver agreed business objectives and strategic plans.
* Be an ambassador for the association, representing the association and creating a positive impression with all external stakeholders.
* Work with the Executive and Senior Management Team to support Brighter Places to respond to the changing external environment, appropriate opportunities and evolving internal priorities.
* Promote high performance and cross-team working both within the association and our external partners.
* Uphold our Equity and Diversity Policies and ensure effective implementation and delivery relating to staff. Promote equality and diversity as part of the culture of the association.
* Take all opportunities to mitigate and manage risk to the association.

**Functional responsibilities:**

* Deliver the Asset Management Strategy ensuring all key milestones, actions and legislative standards are achieved.
* Ensure the effective delivery of a top quality responsive repairs service within agreed financial and operational targets and ensuring repairs services are implemented on time to meet all Legislative Homes standards.
* Reduce our carbon footprint in line with the Asset Management and Decarbonisation Strategies.
* Lead and manage the ongoing appraisal of our assets, on an individual basis and on a holistic basis when required.
* Ensure that Brighter Places residents are at the forefront of our decisions with regards to the maintenance and repairs of our homes.
* Work with the IT and Data Team to ensure the production of effective data management and reporting systems ensuring data is accurate, accessible and meaningful, and meets the emerging and evolving needs of the Directorate.
* Ensure the financial budgeting and forecasting for planned investment and maintenance is accurate, providing budget proposals to the Homes Director and other colleagues when required.
* Develop a thorough and detailed understanding of Brighter Places homes and estates through implementing a cyclical stock condition survey programme using relevant software.
* Ensure that all asset strategies, policies, procedures and processes within the Assets & Repairs teams are fit for purpose and up to date.
* Liaise with the IT and Data Team for the development, maintenance and improvement of the team’s software and information systems.
* Ensure the Executive Team and Board are provided with fit for purpose management information on performance and risks of our homes.
* Provide leadership for the Property & Compliance Teams fostering a culture of high performance and delivery in line with our values, engaging with customers to shape service provision and strategic direction.
* Develop, implement and review the policies and procedures required to set the Team’s direction and provide legal and regulatory compliance assurance, and ensure they are adhered to.
* Lead on the procurement of maintenance contracts and partnerships and ensure that appropriate compliance and due diligence is followed.
* Establish and maintain strong business relations with local authority partners, Government, other local government agencies, property agencies, and other Housing Associations and stakeholders.
* Review, coordinate and maintain the asset risks included within the Corporate Risk Register, along with appropriate controls, ensuring that the team has a robust risk management approach to mitigate any time, cost and quality issues affecting programmes.
* Ensure that stakeholder consultation and communications are embedded in the team’s approach and that they deliver the strategic communications and involvement strategy set for the project.
* Collaborate with the Homes Director to develop budgets that meets the team’s activities in the short to medium term whilst ensuring it represents good value for money and then manage the annual budget.
* Champion the use of new technologies both internally and within our homes to improve the lives of our residents and working conditions of colleagues.
* Work with the Homes Management Accountant to ensure the necessary processes and finance structure are in place to deliver schemes in line with the business plan and mitigates risk.

**Standards and Reporting Responsibilities**

* Determine and monitor standards of performance within the team and act on feedback to drive improvements for the benefit of our people.
* Set, achieve and be accountable for team performance targets, including benchmarking performance externally.
* Effectively communicate relevant business and performance and assurance data to the team.

**Leadership**

* Deliver visible leadership across the association.
* Lead and engage your teams and the wider association, ensuring colleagues are supported and trained to deliver their business and personal objectives.
* Motivate, inspire and influence others, providing effective leadership to support individuals and teams to develop and reach their full potential.
* Foster and promote a positive environment, listen to colleagues, encourage initiative and creativity and acknowledge individual contribution.
* Effectively communicate our business goals, strategy, and acceptable behaviour to all colleagues.
* Be responsible for communicating changes in policy and practice to our people.
* Contribute to all discussion and decision making relating to the association as well as representing your own area of expertise.

**Responsibilities for us all:**

* Work with all our colleagues, customers and stakeholders in a collaborative and supportive way that reflects our Values.
* Demonstrate a commitment to value for money and high-quality customer service in all that we do.
* Be an ambassador for the association, representing Brighter Places in a positive manner and creating a positive impression with all internal colleagues and all external customers and stakeholders.
* Contribute to Brighter Places being a diverse and inclusive association.
* Act at all times within laid down guidance and requirements in our Rules, Policies, Procedures, Standing Orders and Financial Regulations, the Code of Conduct and Colleague Handbook.
* Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role and in your team.
* Be flexible to change within the association when necessary and provide assistance, if required. Undertaking any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the association.

**No role profile can be entirely comprehensive, and the post holder will be expected to carry out such activities that are required and are broadly consistent with the above role profile. Role profiles are subject to continuous review and will be updated on an ongoing basis subject to management discretion. Significant changes to the role will be discussed with job holders.**

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| **Values and Behaviours** |
| **We are Human** | We listen to people’s stories so they never feel like a cog in the machine. We keep our minds open and always take time to empathise and understand the needs of our communities, anyone who works with us and anyone who asks us for help. We treat people with respect and honesty. We collaborate with other associations to achieve our goals and we trust each other. |
| **We Bring It** | We think big. We work hard to achieve our goals and we’re always ready for the next challenge. We bring everything we’ve got to everything we do – so we can build the best communities possible. |
| **We Speak Truth** | We trust each other and we’re honest. Our working community is blame-free and supportive. This means we can make mistakes, own them, and learn from them without fear. We are open with the people we serve and we keep the conversation going. |
| **We belong** | We believe in diversity, equality, dignity and the freedom to be. Whoever you are, wherever you’re from and whatever your life story, you have a place in our communities. You are valued and you belong. |

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Education & qualifications** | * Degree level standard education and/or relevant professional qualification/or experience (e.g. RICS/RTPI/CIOH/RIBA/CIOB)
 | * Building Safety related qualification and or experience
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| **Experience, knowledge & understanding** | * Relevant and proven experience in a senior role in assets/maintenance or related property field
* Experience in managing a multifunctional team.
* Experience and detailed knowledge of decarbonisation.
* Knowledge of new strategic assets management principles and the ability to apply them within an association.
* Experience in providing an effective stock condition and energy performance surveying service.
* Experience in procuring and managing property investment programmes driving value for money and delivering to time and budget.
* Experience of partnership working with external stakeholders to identify and secure funding opportunities.
* Proven experience of providing clear, informed and objective advice on strategic issues.
* Proven experience of developing strong partnerships with external and internal stakeholders, establishing strategic partnerships and leading change programmes.
* Proven experience of successfully leading and managing people, developing successful, cohesive and high performing teams and leading change.
* Knowledge of the design and the construction of housing and the associated planning legislation and process
* Knowledge of different types of building procurement methods and contracts
* Knowledge of appropriate industry legislation including the Code for Sustainable Homes, Building Regulations, Party Wall Act, Site Safety requirements, CDM 2015
* Proven experience in setting and managing budgets and managing supplier performance.
* Demonstrable experience of successfully managing a number of complex projects and BAU tasks at the same time
* Proven abilities in communicating clearly with and engaging stakeholders at all levels.
* Experience of setting, monitoring and managing budgets ensuring value for money
* Experienced in developing strategy and frameworks delivering high levels of compliance.
* Experience of working with privacy and electronic communication regulations, data protection and GDPR regulations
* Good working knowledge of relevant building and health and safety legislation and regulations.
 | * Experience in Social Housing
* Awareness of the decarbonisation, sustainability and environmental impact agenda.
* Knowledge and understanding of the Government’s energy efficiency policies for the housing sector.
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| **Skills & abilities** | * An ability to think strategically, horizon scan and plan, taking into account external factors that will influence the future of the team.
* Understanding of change management and able to bring together differing cultures to provide an environment for the creation of new and sustainable associational models.
* Leads by example, prepared to get involved but trusts the team to deliver with their guidance.
* Identifies and implements new ways of working, improving service standards, efficiency and value for money.
* A collaborative approach able to develop and sustain partnerships with a range of external and internal stakeholders.
* Highly analytical and numerate, able to gather, utilise and assimilate information.
* Able to prepare and present clear, concise written reports for stakeholders.
* Highly confident with data analysis, interrogating and manipulating data to spot trends and manage performance
* Has excellent written and verbal communication skills and can demonstrate an ability to take complex, strategic initiatives and communicate them with all stakeholders using appropriate, relevant language and techniques.
* Able to make sound judgements, developing creative solutions to complex problems and issues.
* Excellent people management skills and the ability to inspire and influence those around them, with a proven record for developing others, building capabilities within areas of responsibility and performance management while demonstrating intellectual and emotional resilience.
* IT literate and willing to champion the optimisation of the use of IT and other new technology.
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| **Personal characteristics** | * Open to collaboration and partnership working with a keen interest in other functions outside of own directorate.
* demonstrate a clear and active commitment to achieving equality, diversity, and inclusion across the Association and in all of its activities.
* Be open to being challenged and be positively challenging.
* Is a competent and effective communicator with strong presentation skills, who can deliver key messages effectively and promote a sense of honesty and openness amongst stakeholders at all levels.
* Desire to understand all areas of the business as a whole and make decisions for the benefit of the business even if it impacts own team.
* High standards of integrity, fairness and professionalism and ability to build trust and respect throughout the association.
* Inspires a culture of innovation and challenges the association and its people to think differently, using their experience and knowledge to optimise results and drive Value for Money across their areas of responsibility.
* Drives creative thinking within their teams and supports others to challenge the ‘way we do things’ in a constructive and positive manner to improve results
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| **Other** | * Valid UK Driving License.
* Ability to travel independently to visit sites, properties etc.
* A flexible approach to working hours/days will be essential for this post.
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