



JOB DESCRIPTION

Job Title: Chief Executive
Grade: E.V.H Grade 10
Accountability: Management Committee
Responsible for: Executive Management Team
Date: **DATE**

1.0 Job Purpose

Reporting to the Management Committee and working closely with the Chair to lead the executive management team and staff effectively to ensure that CHA's strategic vision, business plan, and goals are delivered to tenants and residents. The key remits of this role are:

- ❖ Supporting Governing Body to lead CHA
- ❖ Leading the staff team to provide excellent services to CHA's tenants, customers and partners
- ❖ Leading, directing and managing the Senior Management Team in the effective implementation of CHA's business objectives
- ❖ Developing and implementing effective strategies and plans to meet CHA's strategic objectives and business plan outcomes
- ❖ Leading and supporting a positive and inclusive organisational culture
- ❖ Leading and managing key stakeholder engagement, eg SHR OSCR and lenders
- ❖ Ensuring CHA's legal, regulatory and contractual compliance in all aspects of its activities
- ❖ Acting as Data Protection Controller
- ❖ Driving business improvement and ensuring business viability
- ❖ Representing and promoting CHA positively and pro-actively

2.0 Key Tasks and Responsibilities

- 2.1 Provide strategic lead and direction from the Management Committee, to the executive management team and staff to improve operational services, whilst demonstrating a thorough understanding and commitment to the business plan, vision and values of CHA.

- ❖ Maintain CHA's registration with the Scottish Housing Regulator; translate CHA's corporate vision and values as a major landlord into realistic targets and objectives identifying what needs to be done in order to deliver excellent services and performance .
 - ❖ Define, develop and implement effective performance management and risk management strategies, support the Management Committee in meeting their duties of having appropriate reporting and control mechanisms in place.
 - ❖ Be responsible for formulation, implementation and review of strategies, policies, and financial frameworks, ensuring that-short/medium/long term plans demonstrate financial viability and business sustainability, comply with the Scottish Housing Regulator's guidance, legislation, good practice and CHA's corporate aims and values.
 - ❖ Direct and promote the implementation of effective tenant and resident engagement, ensuring that CHA's customers' views are understood and inform CHA's planning and service delivery
- 2.2 Provide leadership, purpose and direction for the staff and organisation, ensuring that clear and tangible ongoing improvements in performance and quality of services are achieved.

- ❖ Attend meetings as required outwith normal office hours.
- ❖ Support the Management Committee, advising on issues of governance, conduct, rules and financial probity and ensuring efficient administration and services the Management Committee.
- ❖ Ensure that there are effective procedures in place to protect CHA's reputation and financial security.
- ❖ Maintain the quality and membership of CHA's representative structures and governance arrangements.
- ❖ Ensure that CHA's financial affairs are properly managed and controlled and that effective financial strategies are in place to support and sustain CHA's functions.

2.3 Ensure that CHA provides high quality affordable homes and responsive services to tenants and residents, in line with the business plan.

- ❖ Establish, develop and maintain a culture of excellent customer service, engagement, continuous improvement and quality management.
- ❖ Ensure that the service commitments made to tenants, residents and service users are met and that services develop and change in line with requirements.

2.4 Set targets and performance management measures, review and monitor progress, and organise resources to ensure successful performance outcomes across CHA.

- ❖ Keep performance against the business plan under review. Ensure that performance is reported accurately and promptly to the Management Committee and take appropriate steps to ensure that corrective action is taken where necessary, and that the business plan, goals and targets are revised as required.
- ❖ Lead the assessment of risk and the design and operation of risk management systems.

- ❖ Be responsible for ensuring that there is an effective Internal Audit function in place, which has full access to the Management Committee, and that Management Committee decisions flowing from internal audit reports are properly implemented. Be responsible for provision of good financial planning, reporting and control arrangements needed to manage risk effectively.
- ❖ Ensure appropriate provision of health and safety resources, policies and procedures and ensure that statutory requirements are achieved.

2.5 Advise the Management Committee on staff structure and policy. Promote, manage and develop a positive organisational culture by directing the work of staff through the executive management team.

- ❖ Establish and implement effective performance management and appraisal systems that enable staff to assess their personal contributions and successes in achieving CHA's business objectives and afford the opportunity for empowerment and personal development.
- ❖ Deal quickly and appropriately with any internal conflict and poor performance.
- ❖ Uphold CHA's commitment to diversity and equal opportunities. Ensure that equalities are reflected in all policies and are followed by staff in every aspect of their work, including the work of contractors and consultants.

2.6 Develop strategic partnerships, negotiate and develop good relationships with CHA's stakeholders. Direct, develop and promote partnership working across CHA and with external stakeholders to ensure that the goals of CHA and its business plan are met.

- ❖ Liaise with GCC, , the SHR, CHA's partners and advisers and the voluntary and statutory sectors, ensuring that CHA's best interests are promoted.
- ❖ Seek out new strategic relationships that will benefit CHA's future and add value to its purpose, in accordance with business plan objectives. Ensure that participation arrangements amongst tenants and residents build capacity within their communities.
- ❖ Sustain the good reputation of CHA; liaise positively with the media and in a timely manner promote and communicate corporate goals, new developments and activities to enable the interests of the communities and social housing sector to be heard.
- ❖ Undertake any other reasonable duties that may be asked of you by the Management Committee.

Signed as accepted by.....

Full name (printed).....

Date.....

PERSON SPECIFICATION
Chief Executive

Education & Qualifications	E	D
Business, or Finance qualification.	✓	
A professional member of the Chartered Institute of Housing	✓	

Experience		
Minimum of 5 years managerial/strategic lead experience;	✓	
Experience of policy and procedural development	✓	
Preparing and implementing Business Plans and Strategies	✓	
Working for a Voluntary Management Committee	✓	
Proven track record in delivering successful outcomes and innovative solutions	✓	
Established successful partnership working with other agencies / organisations to meet organisational goals.	✓	
Experience in the housing association sector;		✓
Experience of developing new systems and working practices to improve efficiency in an organisational setting.		✓

Skills, Abilities & Personal Attributes		
Ability to demonstrate strategic thinking and planning	✓	
Excellent presentation and communication skills	✓	
Good interpersonal and team working skills	✓	
Ability to negotiate and influence others to meet the needs and objectives of CHA.	✓	
Highly motivated to excel in role.	✓	
Highly proficient in I.T	✓	
Customer focused	✓	
Ability to plan and prioritise work to meet personal targets and organisational goals.	✓	
Ability to handle a heavy and diverse workload and handle the pressures of conflicting priorities and demonstrate good time management to meet challenging deadlines.	✓	
Ability to accept the responsibilities of the post.	✓	
Flexible in approach to work	✓	
Ability to empower and motivate staff	✓	

Knowledge		
Scottish Housing Regulator's regulatory framework and Scottish Housing Charter requirements;	✓	
Business Planning process in the work of a housing association.	✓	
Microsoft Applications	✓	
Good knowledge of housing sector in Glasgow & West of Scotland.		✓

Other Requirements		
Understanding of equality issues and commitment to meet the Association's Policy and codes of practice	✓	
Upholds the Association's aims and values	✓	
Commitment to continuous improvement	✓	
Pleasant personality and a confident manner	✓	
Basic disclosure	✓	