



JOB DESCRIPTION

Job Title:	Development & New Business Director
Department/Section:	Development
Location:	10 Mansfield St, Glasgow G11 5QP
Salary:	EVH Grade 9
Reports To:	Chief Executive

Overall Purpose

Lead and deliver excellent development services, including asset management, community development, wider role initiatives and new business

Key Responsibilities

Leadership and Direction

- Provide support to the Chief Executive in the overall direction and strategy for the business, as a member of the Leadership Team (LT), and work to deliver key corporate strategies and projects across the organisation
- Work closely and collegiately with LT colleagues effectively to deliver excellent services and to motivate teams to do so

Strategic Business Planning

- Lead strategy, develop policy, manage change and implement PHA's Corporate Plan objectives for the key business areas within the Development team portfolio, including new build development, asset management projects, wider role and community development initiatives, as well as business growth/development (through our subsidiary company)
- Implement PHA's Development Strategy and Asset Management Strategy, including compliance with the development gateway process, acquisitions, disposals, etc.
- Contribute to the development and review of PHA's Corporate Plan, corporate risk and financial business plan and policies as a member of the LT
- Manage and mitigate risks, as a corporate risk 'owner'
- Implement a robust performance management framework, supported by benchmarking data, service improvement plans and SMART targets and deliver continuous improvement in performance results and value for money

Governance, Regulation and Compliance

- Support the Chief Executive, Boards, Committees and working groups in delivering effective governance and providing assurance, including preparing and presenting reports at Boards and Committees on a regular basis

- Work with the Operations Director in the effective operation of the Partick Works Limited (PWL) subsidiary, including business growth/development

Organisational Culture and Management of Resources

- Lead by example and promote a positive, professional organisational culture and effective change management
- Deal with customer complaints and implement relevant changes in line with PHA's Comments, Compliments & Complaints Policy
- Lead, empower and motivate the Development team and deliver effective performance management and review, including addressing training/development needs and staff performance as required
- Set and monitor budgets for the Development team and ensure effective management and control of delegated budgets and operational costs – projects should be delivered on time and within budget
- Lead the submission and negotiation to secure grant support for projects including Housing Association Grant and lever in other external sources of funding as appropriate
- Maximise the use of ICT and smart working processes to optimise productivity and deliver value for money

Partnerships, Learning and Innovation

- Engage with local authority partners in relation to delivering Local Housing Strategy and Planning outcomes
- Actively consider best practice and seek to develop new partnerships, funding and new business opportunities which are complementary to PHA's Corporate Plan objectives
- Maintain and develop existing partnerships and ensure joint objectives are set, understood, met and regularly reviewed
- Ensure the Development team comply with all PHA policies, legislation, regulation and relevant directives and guidance
- Work with internal and external auditors and consultants on providing management information and data, feedback and written comments as required
- Lead and deliver plans to ensure overall corporate compliance with health and safety as well as procurement legislation, including good practice

Act as an ambassador for PHA by attending and contributing to professional forums, conferences and seminars and disseminate the learning

Contacts

Internal: PHA & PWL Boards and Committees, Chief Executive, Leadership Team, and all staff.

External: Tenants and other customers, Local Authorities, Scottish Housing Regulator, Government bodies/agencies, Funders, Housing Associations, Voluntary Organisations, Consultants.



PERSON SPECIFICATION

Job Title: Development & New Business Director

Department/Section: Development

Date: November 2017

Requirement	Value	
	Essential	Desirable
1. Education and Qualifications		
• Degree or similar qualification	✓	
2. Skills and Abilities		
• Excellent people management skills	✓	
• Ability to think and operate strategically and delegate and empower others	✓	
• Excellent written and verbal communication skills and ability to work with a wide variety of audiences and engage with stakeholders	✓	
• Team player with a positive attitude and able to lead a culture of delivering excellent customer service, learning and good practice.	✓	
• Strong partnership, networking and influencing skills	✓	
• Ability to manage change, adopt best practice, drive continuous performance improvement and value for money	✓	
• Excellent project management skills – delivering projects on time and within budget, and ensuring contract performance/compliance	✓	
• Excellent budgetary skills and ability to analyse financial business plans, produce and analyse other statistical reports and compile grant bids for funding	✓	
• Ability to interpret and apply relevant legislation, regulatory requirements and best practice	✓	
• Excellent ICT skills to produce reports, presentations, project plans and to extract, analyse and produce financial information and key business data	✓	

• Ability to work effectively and meet tight deadlines	✓	
• Excellent skills in decision making and risk management and a proven ability to influence and negotiate with others for the benefit of the business	✓	
• Commercial acumen and innovation in delivering projects, identifying funding sources and in delivering new business opportunities		✓
3. Experience & Knowledge		
• A proven track record of managing and motivating teams to deliver continuous improvement in customer service delivery	✓	
• Substantial experience of working at a senior level within a housing organisation, delivering property management and regeneration services and projects, procurement and also contributing to strategy and policy development across the business	✓	
• Experience of developing, implementing, monitoring and evaluating business cases and plans	✓	
• Proven experience of setting and achieving challenging and SMART targets and driving performance improvement through others	✓	
• A proven track record of leading and delivering new development projects and business streams that deliver growth and diversification	✓	
• Experience of working with and reporting to governing bodies to provide assurance through effective and transparent decision making	✓	
• Working knowledge of housing regulation, policy and legislation, including procurement	✓	
• Experience of engaging with stakeholders to shape services that meet the changing needs and expectations of customers	✓	
• Experience in managing and controlling substantial budgets and a proven track record in securing new funding and achieving value for money	✓	
• Understanding and experience of leading others through change would be an advantage		✓
• Experience in a commercial environment would be an advantage		✓
• Experience of working in partnership to deliver positive results for customers and/or the business	✓	
4. Other Requirements		
• Capable of resolving high-risk, high-profile customer issues ensuring the company achieve a high standard in customer service	✓	
• Commitment to continuing professional development	✓	
• Can commit to evening and weekend working when required.	✓	
• You are also required to undertake any other duties within your capabilities as may be reasonably required and work in accordance with PHA Company Values	✓	