

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Chief Executive Officer
Location:	Edinburgh or any Hanover office
Team/Directorate:	Executive Team
Responsible To:	Board
Responsible For:	Executive Leadership Team
Indirectly Responsible For:	All Hanover employees

2. JOB PURPOSE

Drive the strategic leadership of Hanover, establishing, developing and implementing effective strategies to deliver the mission and specific objectives approved by the Board in and ensure the desired culture are values and leadership capacity are in place to achieve results.

3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1 Main Duties and Responsibilities

- Overall responsibility for the strategic leadership of Hanover, establishing, developing and implementing effective strategies to deliver the objectives set out by Board in the strategic plans.
- Drive the implementation, regular review and updating of the Corporate Strategy and Business Plans; reporting to the Board progress, identifying significant opportunities and risks.
- Drive the creation of, maintenance and strengthening of Hanover's values, promoting a culture where customer involvement and employee engagement are foremost in decision-making.
- Lead, develop, coach, and motivate ELT team members and ensure that they provide an excellent service suited to current and future organisational needs, and support their continued professional development.
- Ensure there is good governance and a clear scheme of delegation framework approach that underpins all decision making in line with the regulatory and legislative frameworks and Hanover's rules.
- Ensure the Chairperson of the Board is supported, that Board and Committees are serviced and have the appropriate information, reports and training required to oversee effective governance of Hanover's business.

- Ensure there is clear lines of responsibility and accountability across all leadership roles with appropriate reporting requirements across Hanover, ensuring they are effectively discharged and subject to external and internal auditing programmes.
- Ensure Hanover is compliant with its financial covenants and financial control framework by ensuring a clear budget management and financial control framework is in place and being effectively managed.
- Responsible for ensuring that business is conducted viably and in a manner that meets the highest standards of financial management and demonstrates value for money.
- Inform the Board of significant financial risks and remedial measures necessary to ensure the ongoing stability, viability and value for money of existing or new activities.
- Drive the delivery of Strategic Plans, ensuring they are properly reflected in work plans and implemented by Directors and other leaders. Ensuring appropriate work force plans and succession planning is in place to support current strategies and employees now and in the future.
- Ensure key performance standards, indicators and performance reporting apply across the business that promote quality, continuous improvement, high levels of satisfaction and value for money.
- Ensure effective reputation management of Hanover, including positive working relationships and arrangements with all internal and external stakeholders.
- Ensure effective and proactive relationships with local authorities, the Scottish Government, the Scottish Federation of Housing Associations and other relevant professional bodies in the interests of Hanover to raise the profile of Hanover's work and campaign for greater investment in support for Hanover's mission.
- Fully understand the national policy dimension as it affects Hanover's business, and to take full advantage of any opportunity to influence the development of national policy relating to suitable housing, support & wellbeing of older people and the operations of housing associations in Scotland.
- Drive the implementation and adherence to safeguarding measures in respect of vulnerable adults.

3.2 Key Relationships – Internal & External

Internal

- Board
- Executive Leadership Team
- Senior Leadership Team
- Operational Leadership Team
- All employees

External

- Regulators (Scottish Housing Regulator, Care Inspectorate.)
- Corporate Customers
- Hanover Customers
- Scottish Government and COSLA
- Solicitors
- Insurance Providers
- Relevant Membership Bodies such as SFHA, CIH & CCPS
- Funders such as Banks
- Internal and External Auditors
- Health and Social Care Partnerships
- Contractors

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- Comply with safe working practices as defined by Hanover.
- Complete learning and development as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.4 General

- Be aware of and always adhere to Hanover's policies and procedures.
- Take part in performance reviews and annual appraisal with the Chair & Vice Chair of the Board in line with the procedure on this.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Be an ambassador of Hanover's values and behaviours at all times and demonstrate high levels of integrity in the course of your duties.

3.5 Other

- Always apply Hanover's values and behaviours to every aspect of the role
- Protect and enhance the interests and reputation of Hanover internally and externally.
- Act as a role model and always treat employees and customers with integrity and respect. Comply with Hanover's Code of Conduct.

JOB TITLE
Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	Relevant degree level professional housing and/or leadership qualification .	Educated to degree level or above or attainment of CIH Level 5.
Experience	Extensive experience of effective leadership at CEO or Director in a comparable organisation. Extensive experience of the development and delivery of vision, the strategy process, corporate governance, and business management. Substantial experience of effective budget management at an executive level and can demonstrate accountability for strict financial monitoring, value for money and best use of resource. Extensive experience of leading significant transformation programmes of corporate cultural change which impacted on employees, budget and processes. Significant experience in developing effective working relationships with diverse stakeholders and operating and negotiating with outside agencies. Extensive experience of applying commercial, political and business acumen, exploiting new opportunities to achieve strategic outcomes.	
Knowledge	An in-depth knowledge of the social housing (or similar) sector the role it also plays in providing care and support services A thorough understanding of the statutory and regulatory framework which guides the social housing sector. Extensive knowledge of corporate finance, accounting, performance management, risk,	

	internal and external audit. Including high level knowledge of strategic financial management. High level of technology literacy and a champion of new technology to develop innovative systems and services.	
Skills	Advanced strategic management and tactical skills with proven ability to delivery to high standards. Excellent communication and negotiation skills who listens to others with grace, humility, and empathy. Strong strategic thinker and tactician who is an active critical thinker, initiative taker and problem solver, who can synthesise information to inform and deliver business strategy. Advanced change management skills, able to strategically manage organisational analysis, major systems improvement, design and delivery of change. Excellent political awareness skills to commence and sustain constructive relationships to the benefit of the aims of the organisation. Ability to positively influence internal and external stakeholders at all levels. Ability to lead a diverse team to achieve strategic and operational objectives. Has strong ethics, high integrity, beliefs and openness combined with an unwavering commitment to good governance. Ability to work to deadlines and cope with pressure and setbacks. Advanced budget setting and management skills.	

Personal attributes	Key Behavioural requirements within role. Aligned to Hanover Values: • Respect • Accountability • Collaboration • Inclusion Energetic, highly motivated and with an enquiring mind, a growth mindset and passion for excellence.	
Additional requirements	Ability to work from home or office. Travel throughout Scotland.	Driving licence and access to a car

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.