**CHIEF EXECUTIVE JOB DESCRIPTION**

**Responsible to: The Chair of Cassiltoun Housing Association**

**Role of Chief Executive**

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| The CEO of the Cassiltoun Group is accountable to the Group’s Boards and to tenants and service users for the effective achievement of the Group’s Vision, Mission and Objectives. The CEO will act as a principal adviser to the Group’s Boards, will lead the staff team and is accountable to the Boards for statutory and regulatory compliance. The CEO is also responsible for negotiating, managing and sustaining strategic and operational relationships with the Group’s key partners and stakeholders. As well as ensuring the delivery of excellent customer service and driving continuous improvement, the CEO is also expected to be an innovative leader with vision and drive that is focussed on realising and promoting the Group’s objectives to ensure that Cassiltoun continues to be recognised as a key partner in the successful delivery of housing strategy throughout Castlemilk.  The Cassiltoun Group’s Business Plan covers the period 2018-2021 and sets out:  Our Vision  *“Community driven social responsibility achieved through business diversity and performance which will make a real difference to local people”*  Our Mission  *“We aim to enhance the quality of life of our clients and to regenerate and sustain our community through housing-led and resident controlled initiatives.”* |

**Cassiltoun’s Core Values**

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| * Having Integrity * Be a good leader * Adapt and commit to change * Quality customer service * Inspiration & Innovation |

**Cassiltoun’s Key Objectives**

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| * Ensure that our rents remain affordable, maintain a stock base sufficient to achieve economies of scale and deliver effective services in a cost efficient way * Maintain the high quality of our housing and service provision, ensuring the comfort of tenants and the protection of investment. * Contribute to the wellbeing of the local community by working with tenants, residents, partners and funders to develop initiatives that promote regeneration and increased levels of inclusion. * Ensure that the work of the Cassiltoun Group is supported by good governance, effective financial, management and regulatory compliance and robust administrative and HR systems. * Ensure we attract and retain highly skilled and knowledgeable staff and Board members. Develop our staff and Board members through education, training and coaching**.** |

**Overall Responsibilities**

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| * To ensure the effective achievement of the Boards’ Mission, Vision and Strategic Objectives whilst upholding and promoting the Group’s culture and values. * To advise, support and be accountable to the Boards for the overall strategic development, operational activities, resource planning, management and performance of the Cassiltoun Group. * To lead the Senior Management Team in the development and delivery of the Internal Management Plan (IMP) and Business Plan, in partnership with the Boards, and take responsibility for the effective planning and delivery of corporate activities arising from IMP and Business Plan requirements. * Ensure that services represent value for money and meet tenant, other stakeholders and organisational requirements. * To promote the Cassiltoun Group and increase its sphere of influence through maintaining and developing relationships with existing and new stakeholders in accordance with the business needs of the organisation. |

**Main Responsibilities**

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| Governance  * Advise and support the Board in their leadership and direction of the Association and its subsidiary companies and their successful achievement of Cassiltoun’s Vision, Mission and Key Objectives * To lead and manage the Group’s Senior Management Team so that it is effective in delivering the Key Objectives * Advise the Boards on resource requirements and ensure that resources (human, financial and physical) are effectively planned and directed to deliver the Group’s strategic aims successfully * Ensure that the development, implementation and maintenance of strategies, policies and procedures, taking account of all relevant legislative and statutory requirements, best practice and Cassiltoun’s commitment to continuous improvement * Take overall responsibility for monitoring performance against targets in all areas of activity, taking corrective action and reporting to the Boards and other stakeholders as required * Ensure that there is effective engagement with tenants and other customers and that the Boards are well informed about their needs and expectations * Represent the Cassiltoun Group and its members positively and effectively * Ensure the effective identification and management of corporate, strategic and operational risk * Ensure compliance with legislative and regulatory requirements including those arising from the Scottish Housing Regulator, OSCR, Financial Conduct Authority, Companies House, HMRC as well as those relating to Health & Safety, Equalities & Diversity, General Data Protection Regulations etc.    Financial Performance  * Ensure that the strategic objectives and key performance indicators are achieved and that variations are reported to the Board, Subsidiary Boards and Sub-Committees * Ensure the Group's financial affairs are properly planned, managed, controlled and reported * Ensure that business planning is effective - particularly taking account of the new business activities being developed * Ensure that External Audit is effectively managed and outcomes reported to the Boards in accordance with legislative requirements * Deliver effective corporate and support services  Landlord Performance  * Ensure that the strategic objectives and key performance indicators are achieved and that variations are reported to the Board and Sub-Committees * Ensure that effective and inclusive arrangements are developed and maintained to support meaningful engagement with tenants and other customers and to ensure that customer feedback is influential in service delivery and performance improvement * Ensure that tenant and other customer needs and expectations are fully understood by all employees to enable effective delivery of a quality service.  New Business Performance  * Ensure that the strategic objectives and key performance indicators are achieved and that variations are reported to the Board, Subsidiary Boards and Sub-Committees * Ensure that new services, business *I* social enterprises are predicated on sound business planning principles and are in accordance with Strategic Objectives * Ensure that new business remains sustainable and continues to provide benefit to the Group, tenants and other stakeholders over time  New Development  * Ensure that the strategic objectives and key performance indicators are achieved and that variations are reported to the Board and Sub-Committees * Ensure that new development opportunities (whether grant aided or commercial) are predicated on sound business planning principles and are in accordance with Strategic Objectives  Networking & Influencing  * Promote the Group positively by establishing and enhancing relationships with other businesses, statutory and voluntary organisations operating locally, regionally and nationally  Embracing Change  * Enable employees and the organisation to embrace change through effective communication of strategic and operational objectives * Encourage individual and staff team development through a variety of approaches to ensure, personal and organisational goals are achieved * Ensure the effective use of resources to support employees achieve the organisation’s objectives   **Diversity and Wider Regeneration**   * Ensure that the Cassiltoun Group delivers a diverse range of services to support the social and economic development of the local community.   **People Management**   * Lead the Senior Management Team * Ensure that staff are effectively supported and motivated and that there are effective arrangements for monitoring and managing performance * To maintain IIP Platinum Standard by effectively leading the staff team by implementing the Association’s core values. * To maintain a positive and productive culture that embraces change, opportunity and diversity. |

**Communication/Working Relationships**

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| **Internal**   * Leader of the Senior Management Team * Reports directly to the Board of Cassiltoun Housing Association, its subsidiaries and Sub-Committees * To support, direct and lead our staff team   **External**   * Existing and potential partners and funders * External Auditors * Internal Auditors * Regulatory bodies including the Scottish Housing Regulator; OSCR * HMRC * Glasgow City Council * Contractors, consultants and other professional advisers * Insurers * Scottish Government |

**Chief Executive Person Specification**

|  | **Essential** | **Desirable** |
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| **Education and Qualifications** | * Relevant professional qualification * Management training | * Management and/or degree level qualification |
| **Experience** | * Extensive senior management experience with a successful Registered Social Landlord or housing related organisation * Experience of leading an organisation through significant and effective change * Experience of leading customer focussed services * Track record in developing people, strategic planning and managing and minimising risk * Demonstrable evidence of leading innovation and performance improvement in a comparable organisation * Experience of developing partnership and collaborative relationships with a range of business stakeholders * A proven track record in managing performance * Experience of leading investment and development programmes in the social housing sector including alternative tenures * Experience of working with tenants, communities and community organisations | * Experience of operating within a group structure |
| **Knowledge and Awareness of** | * Significant knowledge of Scottish housing issues and legislation * Significant knowledge of strategic, policy and financial issues affecting social housing. * Awareness of the regulatory and governance requirements of Registered Social Landlords * Implications of changing demographics, especially in Glasgow |  |
| **Skills and Qualities** | * Excellent leadership, influencing, negotiation and motivational skills * Strategic thinking and business planning abilities * Innovative approach to problem solving * Ability to foster empowerment * Financially astute * Political awareness * Ability to challenge in a constructive manner * Well-developed communication skills (including listening, written, influencing and presentational) * Ability to network and engage with different groups, clarify complex issues and generate respect * Sound business planning and analytical skills. * Integrity and probity * Flexibility and adaptability * Commercially aware and alert to opportunities | * Has demonstrated entrepreneurial behaviours and skills to improve business opportunities |
| **Commitment to** | * Housing and equality of access * Working in a values based organisation * Delivery of quality and diverse services to tenants and the wider community * The environment and environmental sensitivity in developing housing * Promotion of equalities and diversity in a Housing Association environment * Continuing the development of an effective working relationship with the Board * Being a partner with an enthusiastic and committed Board * A performance, quality and inclusive culture * Developing staff capacity and capability |  |
| **Additional** |  | * Driving Licence |