

# Role profile



## Job Details

<b>Job Title:</b>	Chief Executive	<b>Service Area:</b>	Executive Office
<b>Based:</b>	1 Northinch Court G14 OUG	<b>Report to:</b>	Committee of Management
<b>EVH Grade:</b>	Grade 10 points SM23-SM25	<b>Date Completed:</b>	May 2022

## Job Summary:

The Chief Executive (CE) exercises overall responsibility for Whiteinch & Scotstoun Housing Association (WSHA), answering to the Committee of Management. The post-holder must advise and support the Committee to ensure deliverance of good governance and compliance with all regulatory standards and statutory requirements, with all relevant risks assessed, financial viability achieved and maintained, and planning in place to deliver the highest standard of services in line with the Association's Vision & Mission Statements and Strategic Objectives.

Leading the Executive Team, the CE will ensure the development of WSHA's Business Plan guaranteeing that all services are delivered and objectives met with a view to achieving value-for-money in all activities and realising the needs of tenants and other stakeholders.

The CE is expected to widely promote the interests of WSHA developing and maintaining good relationships with both existing and new stakeholders and partners in accordance with the objectives of the organisation.

## Behaviours and Competences:

### Our Organisational Behaviours and Competencies:

- Integrity and Trust
- Quality
- Sustainability
- Transparency

### Respect and Trust

- Ensure a culture of trust and openness
- Recognise and praise achievements, celebrate success
- Cares about customers and colleagues
- Builds and develops trust being approachable, patient, helpful and supportive
- Demonstrates an understanding of customer needs and expectations.
- Acknowledges and respects others different backgrounds, perspectives and beliefs
- Treats people with fairness, honesty and dignity

### Communicating Effectively

- Drive a two way culture of communication which is open and honest
- Promotes open exchange of ideas
- Establishes processes for open communication
- Give timely feedback to support performance
- Communicates clearly and openly with others.- Clear, concise and factual
- Listens empathetically to people
- Shares relevant information in a timely manner.
- Is open to and actively seeks feedback, listens and responds accordingly.
- Is confident to speak up and share their views with others.

### Being Professional

### Teamworking

<ul style="list-style-type: none"> <li>● Promote a culture of empowerment and decision making</li> <li>● Supports, coaches and develops people to maximize their individual potential and ensure strong operational performance</li> <li>● Delivering quality services, tailored to meet the needs of our customers</li> <li>● Takes ownership for their behaviour, performance and quality of work.</li> <li>● Uses time and resources wisely</li> <li>● Ensures Value for Money</li> <li>● Seek better solutions for our customers by going the “extra mile “</li> <li>● Have a flexible and adaptive approach to resolving challenges</li> <li>● Anticipate and manage risk associated with your decisions</li> </ul>	<ul style="list-style-type: none"> <li>● Creates opportunities for people to make informal and formal ways to collaborate across teams</li> <li>● Identifies opportunities for people to improve delivery through partnerships</li> <li>● Asks for help when needed and provides support to others.</li> <li>● Look for opportunities to work collaboratively and build relationships across all teams and all levels to develop better solutions</li> <li>● Generate and seek out ideas from others to specific challenges</li> <li>● Understands how your behaviour can be interpreted and considers the impact on others.</li> </ul>
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<b>Person Specification:</b>			
<b>The essential/desirable criteria for this post are detailed below:</b>			
	<b>Essential</b>	<b>Desirable</b>	<b>Evidence</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>● University Degree in a relevant subject</li> </ul>	<ul style="list-style-type: none"> <li>● CIH recognised Degree or Diploma in Housing</li> <li>● Management Qualification, e.g. MBA</li> <li>● CIH Membership</li> <li>● Relevant training courses</li> </ul>	<ul style="list-style-type: none"> <li>● Application form</li> <li>● Certificate validation</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>● Experience of managing, leading and motivating staff within a Registered Social Landlord or similar organisation.</li> <li>● Experience of working to and supporting a voluntary Committee.</li> <li>● Preparation and implementation of business plans.</li> <li>● Experience of setting and monitoring performance targets.</li> <li>● Experience of dealing and negotiating with external bodies and partners.</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of successful grant funding applications.</li> </ul>	<ul style="list-style-type: none"> <li>● Application form</li> <li>● Interview</li> <li>● Practical Test(s)</li> <li>● References.</li> </ul>
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>● A full understanding of the requirements and expectations of the Scottish Housing Regulator.</li> <li>● A knowledge of the range of Scottish housing support and partner organisations.</li> </ul>	<ul style="list-style-type: none"> <li>● Service as a governing body member (preferably with an RSL).</li> <li>● Understanding of charitable status and its implications.</li> </ul>	<ul style="list-style-type: none"> <li>● Application form</li> <li>● Interview</li> <li>● Practical Test(s)</li> <li>● References.</li> </ul>

	Essential	Desirable	Evidence
	<ul style="list-style-type: none"> <li>• Knowledge of housing legislation and current issues.</li> <li>• Understanding of housing finance and governance of Registered Social Landlords.</li> <li>• Devising, implementing and adapting effective control systems to cover risk management, financial regulations, policies and internal audit.</li> </ul>		
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Excellent leadership/team/motivational/people skills.</li> <li>• Strategic/innovative thinker.</li> <li>• Ability to plan and prioritise effectively.</li> <li>• Excellent report writing and presentation skills.</li> <li>• Full understanding of main ICT packages and relevant data management system.</li> <li>• Ability to analyse and interpret complex data and develop positive solutions.</li> <li>• Excellent negotiating/influencing skills.</li> </ul>	<ul style="list-style-type: none"> <li>• PR and media relations.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• Practical Test(s)</li> <li>• References.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of equalities issues and challenges.</li> <li>• Flexible, conscientious approach to work, including working outwith office hours when required.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean driving licence.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>

A Disclosure Scotland check at Basic level will be required for this post.

### Job Outputs

Role output:	Includes the requirement to:
Governance & Accountability	<ul style="list-style-type: none"> <li>• Ensure that all services are delivered in accordance with the Association's objectives and constitution and that all work is executed in line with WSHA's core Behaviours and Competencies.</li> <li>• Ensure that the Committee of Management is always fully advised of the potential implications of any relevant issue and that all decisions are implemented.</li> <li>• Develop appropriate policies, procedures and systems that promote and ensure governance compliance among individual Committee Members and staff.</li> <li>• Ensure a positive and effective working relationship with the Chairperson and Committee is maintained at all times.</li> <li>• Promote equalities and recognise and respect the diversity of all tenants, applicants, serviced owners, Committee, staff and wider community and stakeholders, ensuring all policies, procedures, and practices are designed to help remove barriers for groups and individuals.</li> <li>• Manage risks and health and safety to protect tenants, serviced owners, staff and other stakeholders.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure all regulatory returns, requests for information, reports and statistics are responded to within statutory, mandatory and agreed timescales.</li> <li>• Ensure that systems are employed to regularly assess Committee roles and competencies and deliver relevant training and learning opportunities to support and enhance these.</li> <li>• Ensure data is accurately recorded and processed in line with the Association’s policies and procedures and managed in accordance with the requirements of GDPR, Freedom of Information and other relevant legislation.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Lead, and co-ordinate the work of the Executive Team to ensure development of strategy, policies &amp; procedures, delivery of all planned objectives, and compliance with all legal and regulatory requirements.</li> <li>• Ensure the Executive Team manage their departments appropriately to implement and deliver on targets and objectives with all operational activities delegated in accordance with expected responsibilities.</li> <li>• Oversee the operational management of WSHA on a daily basis and demonstrate and promote the Organisational Behaviours &amp; Competencies in doing so.</li> <li>• Ensure that recruitment, development and training systems are developed and employed to provide the Association with staff suitably skilled and experienced to deliver services and achieve the Association’s objectives.</li> <li>• Effectively communicate all matters of importance to all relevant parties in line with the Organisational Behaviours and Competencies.</li> <li>• Act as an effective ambassador and advocate for WSHA at all times.</li> </ul>
Financial Sustainability	<ul style="list-style-type: none"> <li>• In partnership with the Financial Services Manager and other members of the Executive Team, ensure that financial projections are realistic, viable, and compliant with lenders’ covenants.</li> <li>• Ensure that the Association’s financial affairs are properly managed and controlled and that effective financial strategies are in place to support and sustain the Association’s activities.</li> <li>• Apply systems and approaches to maximise efficiency and demonstrate Value-for-Money achievement in all areas of operation.</li> </ul>
Strategy	<ul style="list-style-type: none"> <li>• Support the Committee of Management to develop and review the Business Plan, to ensure continuous delivery of work programmes, services and objectives.</li> <li>• Provide the Committee with advice, guidance, appropriate training and development necessary for Members to fulfil their duties, in line with the constitution, legal requirements and regulatory standards.</li> <li>• Develop and maintain positive working relationships with key stakeholders, partner organisations and regulatory bodies.</li> <li>• Promote resident’s involvement in the Association’s work.</li> <li>• Ensure the development of a proportionate and relevant Risk Management Strategy and oversee its implementation.</li> <li>• Oversee the development and implementation of an Asset Management Strategy designed to safeguard and ensure the quality of the Association’s housing stock.</li> </ul>
Community & External Relations	<ul style="list-style-type: none"> <li>• Develop and maintain strategic partnerships and good relationships with all of the Association’s stakeholders and seek out new strategic relationships to the benefit of the organisation and its objectives.</li> <li>• Ensure and promote WSHA’s best interests with Glasgow City Council, the Scottish Housing Regulator, OSCR, etc. and all other relevant voluntary and statutory regulators and partners.</li> <li>• Ensure that a programme of Wider Action and Regeneration is delivered, designed to meet the needs of the community served by WSHA.</li> <li>• Ensure that the Association’s factoring and estate management subsidiaries are operating in line with the overall objectives of the organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>• Sit as one of the Association’s representatives on the Board of Whiteinch Centre Ltd, acting at all times in the interests of that organisation in line with WSHA’s wider action agenda.</li> </ul>
Measuring Performance and Improving Quality	<ul style="list-style-type: none"> <li>• Develop and set targets and systems to monitor performance, with Key Performance Indicators designed to demonstrate achievement of standards.</li> <li>• Regularly analyse and evaluate systems, procedures and outcomes to maintain and, where possible, improve performance.</li> <li>• Ensure that the Association systematically collects and analyses the views of tenants (and other service users as required) through satisfaction surveys and the Complaints Handling Procedure.</li> </ul>
<b>Interdependences:</b>	
<ul style="list-style-type: none"> <li>• Management Committee</li> <li>• Executive Team</li> <li>• Partner Agencies</li> </ul>	