



Recruitment Pack

Director of Operations

May 2017

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The following supplementary information can be downloaded from our website

www.edenha.org.uk and then clicking on the careers 'tab'

- Employment Declaration Form
- Equality Monitoring Form
- Statutory Accounts containing our VFM Self Assessment
- Additional benefits of working for Eden Housing Association
- Annual Report 2016
- Organisational Structure
- Corporate plan 2017/2018

May 2017



Dear Applicant,

Thank you for showing interest in joining Eden Housing Association.

Like many in our sector, following the 2015 Summer budget announcements we have been reviewing our structure and everything across our business to ensure we are fit to meet the new emerging housing agenda whilst continuing to meet our mission of providing more new affordable homes and investing in our local communities.

Whilst there is no doubt recent national policy changes and uncertainty around rent levels beyond 2020 have made this more of a challenge, we are excited and energised by the opportunities that are present for the best organisations and see no reason why we cannot continue to strengthen our business for the benefit of all involved in our work.

We are a financially sustainable and well governed organisation, benefit from loyal and committed staff, have a great track record of involving tenants and residents in influencing what we do and place great value on working in partnership to add value to our own unique strengths.

We are a community based association rooted in the heart of the beautiful and hidden gem that is the Eden Valley and provide housing and related support services across North Cumbria.

The Director of Operations is a new role which offers the successful candidate the opportunity to be part of a new executive leadership team, shape and influence future corporate strategy but also to review and re-shape systems and processes to support our continuous improvement and value for money aims.

We are looking for someone who is ready and able to take this next career step or an individual who has a proven track record in a similar role but who remains thirsty for knowledge, learning and development and can add to our 'one-team' working ethos.

This is a fantastic opportunity to join a value driven organisation focused on its performance and people.

I do hope that you will apply and please check out our website at www.edenha.org.uk where you can see more of the range of activities we get involved with.

All the best and I do hope to hear from you.

Yours faithfully

A handwritten signature in black ink, appearing to read "J. Clasper", with a horizontal line underneath the name.

John Clasper
Chief Executive

About Eden Housing Association

Eden Housing Association is a successful small independent Registered Provider of affordable homes with a rural focus.

We were established in 1997 following the voluntary transfer of housing stock from Eden District Council.

We now operate chiefly across North Cumbria owning and/or managing around 2000 homes for affordable rent or sale, including acting as Managing Agents for Mitre Housing Association, Allonby Almshouses, and Lyvennet Community Trust.

Our homes are generally located in areas of strong housing demand and relatively high market values.

Most of our homes cater for general family needs, with around 10% specifically designed for older people.

We also operate 3 extra care schemes, including our flagship 60 unit mixed tenure Heysham Gardens, Carlisle (the first mixed tenure extra care facility in Cumbria) and a number of sheltered housing schemes across Eden. Alongside the routine management of our housing stock, we are also proud to offer the Eden Independent Living and North Cumbria 24/7 community alarm and responsive service. To compliment these services, we provide specific needs support for our more vulnerable residents through our Independent Living Team actively working with specialist partners.

Tenants and residents are at the heart of everything we do, and a range of opportunities are offered and continually refreshed for local people to get involved with our work.

Eden Housing Association's commitment to value for money is integral to delivery of our services and operations as a business and is woven through the delivery of all our aims and objectives.

Our 2017 / 2018 corporate plan, 'Owning our Future' sets out five key goals:

1. Developing more high quality and desirable affordable homes.
2. Providing accommodation and support to achieve / maintain tenancy sustainability, independence and choice.
3. Providing support to enable people to remain safely in their own homes for longer.
4. Working together with others to enhance the local economy and neighbourhood.
5. Demonstrate value for money in achieving our goals within our rural operating environment.

Where you will find our affordable homes



The Eden Valley

Eden is a beautiful corner of Cumbria in the north of England, taking in the lakes and mountains around Ullswater, part of the Lake District National Park and the moorlands of the North Pennines around Alston, an Area of Outstanding Natural Beauty. In between, the River Eden flows through the rolling countryside of the Eden Valley.

For further information, visit www.visiteden.co.uk

EDEN HOUSING ASSOCIATION

JOB DESCRIPTION

JOB TITLE: Director of Operations

DIRECTORATE: Operations

RESPONSIBLE TO: Chief Executive

RESPONSIBLE FOR: Operations Directorate

Purpose of Job

To be a member of EHA's Executive Leadership Team, providing leadership and direction for the Association.

To lead and develop housing, support and property services provision within EHA to achieve high standards of performance and high levels of customer satisfaction.

Formulate corporate strategies to grow and strengthen the business.

To actively support the Chief Executive in the development and planning of efficient and effective services to ensure continuous improvement and which enables the achievement of business objectives.

To provide appropriate cover for the Chief Executive and other Directors as required.

Key Elements of Role

Executive Leadership

- Working with Board, the Chief Executive and Executive Leadership Team shape, develop and manage delivery of robust corporate, strategic and financial business plans ensuring the meeting of priorities, objectives and targets
- Effectively plan and provide for the resources required to action our strategic and operational plans
- Be an internal and external ambassador for EHAs values, and way of doing things and be an active networker developing positive key stakeholder relationships
- Work with colleagues to foster an environment that produces best performance from our people

Neighbourhood Services

- Lead the effective development and delivery of intelligence led, integrated neighbourhood housing services (tenancy management, repairs and maintenance, customer services, income management, resident involvement and community partnerships) which respond to and meet customers' needs and aspirations

Supported and Independent Living

- Lead the effective development and delivery of our supported and independent living services to achieve a modern, high quality and innovative offer
- Identify new business opportunities to that will contribute to enhancing and extending the range of services

Property Services and Asset Management

- Ensure that our housing stock and facilities are strategically managed, maintained and improved to meet the changing needs of customers and the business
- Monitor and manage the operational performance of our housing assets, and repairs and maintenance to achieve corporate objectives and targets.
- Review specifications and standards where required
- Ensure the efficient and effective procurement of contracts as appropriate.
- Ensure the management and development of our in-house operatives team 'Eden Works' and appropriate external contractors to meet corporate objectives.

Managing Agent Services

- Lead on the provision and development of excellent managing agent services
- Responsible for positive external stakeholder relationship building ensuring service specific delivery and achievement of critical KPI's on appropriate management contracts

Finance & VFM

- To maximise the utilisation of the financial resources within the parameters of EHA's budget plan ensuring value for money.
- Own and effectively manage the Directorate's multi-million pounds budgets ensuring corporate financial targets, value for money objectives and regulatory and legal requirements are met.
- Regularly review business processes and working practices and devise alternatives for greater success of business objectives.

Growth and Innovation

- Whilst maintaining and developing the traditional core business of the Association proactively seek opportunities for growth in services provided by Eden Housing Association.
- Embrace technological advances to increase opportunities for customer self-help service and efficiency.

PERSON SPECIFICATION

Key Requirements

Experience

Essential

- Experience of developing services to achieve and support strategic organisational objectives
- Track record of delivering excellent front-line housing operations, through working with colleagues and partners
- Knowledge and experience of building, repairs and maintenance contract procurement and management
- Proven experience of leading teams through change, delivering consistent, customer tailored services with excellent results and maintaining high levels of staff engagement

Desirable

- Proven experience at a senior leadership level in a similar environment, leading a diverse team with a holistic approach to service delivery, managing people and change
- Proven experience of effectively managing multi million pound budgets and contracts with an excellent understanding of value for money principles

Knowledge / Skills and Qualifications

Essential

- A skilled influencer and negotiator able to communicate effectively with external stakeholders, customers, colleagues and Board members to include report writing and presentations
- Upto date knowledge of all regulatory requirements including: finance, people, IT, governance, health & safety and diversity
- Knowledge of the Housing Sector and government policy relating to standards in Social Housing (e.g. Decent Homes Standard, Code for Sustainable Homes)
- Proven ability to analyse and solve complex problems
- Effective use of IT and media as appropriate
- Strategy & policy development
- Planning and organising
- Budget management

- Able to work under pressure to cost and time deadlines
- Professional Qualification or working towards – e.g. CIOH, Royal Institute of Chartered Surveyors (RICS) or Chartered Institute of Builders (CIOB) qualified or equivalent experience in a similar role

Desirable

- Knowledge and ability to plan large-scale investment / improvement works
- Commercial awareness
- Membership of a professional body

Other

Essential

- Ability to attend evening meetings and work occasional weekends
- Commitment to equality and diversity
- Current, Valid UK driving license
- Entitled to work in UK
- Undertake any other duties within the spirit of this role as required by the Chief Executive.

KPIs will be set around the following areas and will be discussed with the post holder:

- Achievement of service delivery targets / customer satisfaction indices
- Compliance with all externally determined performance standards / legal requirements
- Team performance against operational plans
- Demonstrating corporate values / leadership behaviours
- Operational KPIs

Terms and Conditions (For information purposes only)

Salary and benefits

Circa £63k (plus benefits)

We currently offer membership of SHPS defined contribution pension scheme.

Sickness scheme related to length of service

Annual leave entitlement

30 days plus public holidays

Working hours

Normal hours of work are 37 hours per week based around the usual business working week. However, due to the seniority of this post there is a requirement for flexibility in meeting the full responsibilities of the post and this will include evening and occasional weekend work.

Notice period

3 months.

Location

Your normal place of work will be our head office in Penrith, but given the seniority of the role, travel across all our operating areas is expected.

Relocation

A relocation package is available for the successful candidate.

Key Dates and the Selection Process

Closing date for applications:	9am Monday 12 June 2017
Testing:	<i>Shortlisted candidates will be asked to undertake a psychometric test and ability tests, both of which may be conducted on-line, prior to interview.</i>
Formal interviews:	Thursday 22 June 2017. (Please inform us on your application if you are unable to make this date and we will endeavor to offer an alternative).

How to apply

Applicants should;

- Provide an up-to-date CV which shows your full career history with any breaks explained – we recommend that this is no longer than three pages;
- Write a supporting statement detailing why you believe you are the best candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages of A4;
- Complete the declaration form
- Indicate in the declaration form if you cannot attend any of the interview dates.
- Complete the Equalities Monitoring Form

Please submit your full application to either of the following addresses:

By email: hr@edenha.org.uk

By post: Human Resources
Blain House
Bridge Lane
Penrith
Cumbria
CA11 8QU

All applications will be acknowledged.