



The Gateshead Housing Company
Working with Gateshead Council

Recruitment pack

Director of Business and Development

March 2017

Your application

Dear applicant,

The Gateshead Housing Company – Director of Business and Development

Thank you for your interest in this position. Enclosed is the information you will need to help you complete your application.

To apply please can you:

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

Please note that applications can only be considered if all the documentation is completed. Please send your application by email to: jenniferaston@gatesheadhousing.co.uk

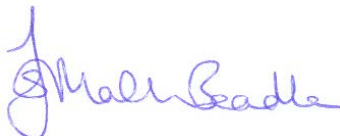
Applications must be received by 12 noon on Wednesday 22 March 2017.

You will receive an acknowledgement within 24 hours of receipt. We suggest that if after that time you have not heard from us, you call the office (0191 433 5388/433 5446) to ensure that it has arrived. Using a secure email address and putting the job title/organisation in the subject line reduces the chances of any email going into spam.

Please do contact me if you wish to have an informal discussion about the role/organisation or if you have any other questions to help you decide whether to apply. You can contact me on 0191 433 5306.

I look forward to hearing from you.

Kind regards



Jon Mallen-Beadle
Managing Director

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Thank you for your interest in The Gateshead Housing Company and the role of Director of Business and Development.

The housing company was formed in 2004 as the ALMO for Gateshead Metropolitan Borough Council, managing and improving their 19,500 homes and delivering significant investment and improving services during this time.

Like all housing organisations we are facing a time of very significant change in housing, and the public sector more widely. Our link to the Council remains fundamental, as we continue to support them in delivering their wider aspirations and in delivering customer focused efficient services to all our customers.

Recently the Council's Cabinet decided to transfer responsibility for delivering repairs and maintenance and capital investment to the housing company. Given this backdrop, we are keen to ensure our organisation remains fit for purpose. Having recently refreshed our future ambitions, we have created this new post which we see as very much playing a key role in shaping our future – taking a lead as we seek to generate new income streams and deliver efficiencies to secure our long-term sustainability.

Our strong track record of achievement in Housing Services provides a sound platform for the future development of services and we have already made a start in delivering services to other registered providers and building new homes through our subsidiary Keelman Homes.

To fill this role, we need someone with a track record in working at a senior level who is creative but also has commercial acumen. We want somebody who can spot a genuine opportunity and turn ideas into reality. You will be highly proactive with excellent interpersonal and leadership skills.

You will lead a broad based team delivering a range of corporate services and be responsible for our subsidiary Keelman Homes. In return we offer you an opportunity to work for a supportive employer.

If this sounds like the opportunity that you have been looking for, you have the skills and drive to deliver change and you are attracted by our proposition, I would urge you to have an informal conversation with our Managing Director Jon Mallen-Beadle on 0191 433 5306. I look forward to reviewing your application.

Kind regards

A handwritten signature in blue ink, appearing to read 'Paul Foy', with a stylized flourish underneath.

Paul Foy
Chair of the Board

About The Gateshead Housing Company

Vision, values and objectives

Our vision

To provide quality homes and customer-focused services in Gateshead.

Our mission statement

To be successful in the provision of quality homes and customer-focused services we must work effectively in partnership and invest in our employees.

Our values are to be:

- Fair
- Customer focused
- Open and honest
- Accountable
- Inclusive, valuing diversity
- Innovative
- Passionate about what we do.

Five-year strategic plan 2015-2020

A strategic plan has been produced for the next five years based on our key challenges and incorporating feedback that has been received. The plan has refreshed our vision and values and ensures that our future objectives will get the balance right between delivering on our core responsibilities and achieving our shared ambitions.

The Company's objectives set out a wider role for the Company, supporting community and neighbourhood regeneration, assisting in the delivery of the Council's Plan and Housing Strategy and HRA Plan.

Strategic objectives

The following four strategic objectives underpin our strategy and will ensure we start to address the key challenges.

- Investing in our employees and developing new and innovative ways of working to deliver this plan
- Protecting Housing Revenue Account income and investment made in the stock
- Supporting tenants and sustaining tenancies and neighbourhoods
- Partnership working with the Council and others to support the delivery of quality homes and customer-focused services.

The Board

The company is managed by a Board of 15 directors comprising:

- Five tenant directors
- Five independent directors
- Five Council directors

The Board's central role is to direct the affairs of the company, ensuring that day-to-day management is effectively delegated and carried out by the Managing Director and the company's other employees.

Board members

Council representatives

- Pauline Dillon
- Paul Foy (Chair)
- Peter Mole
- Liz Twist
- Michael Hood

Tenant representatives

- Robert Buckley
- Joachim Moussounda Mouanda
- Helen Hall
- Sheila Bouitieh
- Elizabeth Bird

Independent representatives

- Joanne Carr
- George Clark
- Eileen Gill (Deputy Chair)
- Mick Davison
- Tracy Harrison

Director of Business and Development - Job description

Job title: Director of Business and Development

Salary: c£75-85k

Service: Business & Development

Responsible to: Managing Director

Job purpose

To take a full role in the leadership, performance and achievement to help deliver the housing company's strategic objectives.

To lead the business and development team, providing strategic direction to ensure their effective contribution to the values and vision of the housing company.

Key accountabilities

1. To ensure responsibility for
 - directing and supporting, business and commercial development, human resources, governance, performance, IT and customer involvement services in order to provide a high-quality support service
 - leading on identifying and delivering new services and partnership arrangements which further the aims and objectives of the housing company by utilising the unique status of Keelman Homes
 - developing our business plan, strategies and policies to establish the objectives and provide an effective framework for their implementation
2. To be an active and effective member of the Strategic Management Team working collaboratively on all matters of corporate strategy to ensure a growing and sustainable organisation
3. Lead the strategic development of the business and development function, ensuring continuous improvement in service delivery and balancing Value for Money with innovation and excellence
4. To manage, monitor and drive the implementation of relevant policies and projects linked to our strategic and corporate plans
5. To lead by example to deliver a service through collaborative working with colleagues, the Council and other key stakeholders and to develop strategic partnerships to help the housing company achieve its strategic ambitions

6. Ensure that the Board and Committees are serviced effectively, properly advised and provided with plans, policy proposals, financial and other performance information to enable them to make well-informed decisions within their overall mandate
7. Promote the work of the housing company by identifying and pursuing opportunities to further the achievement of its objectives
8. Represent the housing company in the community, and participate in regional and national forums as appropriate
9. To ensure that there is a robust approach to the identification and management of risk
10. To develop our commitment to equality and diversity and to promote non-discriminatory practices in all aspects of work undertaken.

Director of Business and Development - Person specification

Experience

- Track record of working in a senior team, delivering strategic planning, organisational strategy and corporate work programmes and projects
- Track record of identifying and developing emerging opportunities and commercial activities to support business growth and diversification
- Experience of overseeing a commercial entity or subsidiary
- Track record of leading, managing and coaching staff and supporting them through times of change
- Track record of creating and maintaining strategic and operational networks and partnerships
- Track record of carrying out appraisals in relation to new business opportunities, ensuring a proactive, innovative, entrepreneurial and commercial approach without being risk averse
- Demonstrable track record of delivering transformation and change
- Experience of working with and supporting Boards and their Committees
- Track record of working in a regulated and highly customer-focused sector/environment

Knowledge

- Degree-level education or equivalent through relevant training/work experience
- Knowledge of the social housing sector and its operation

Personal attributes

- Highly proactive and motivated, demonstrating drive, determination and creativity. Strong interpersonal and listening skills
- Confident and resilient, provides confidence to others in difficult situations
- Acts as a role model for our values and demonstrates a commitment to our customers, colleagues and high-quality service delivery
- Works with a high degree of integrity and responsibility
- Possesses political knowledge
- Agile, open to learning and development and fosters a learning culture
- Champions equality, diversity and inclusion and the rights of customers and tenants.

Competencies

Organising and executing

Delivering results and meeting customer expectations

Focuses on customer needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; consistently achieves project goals.

Adapting and coping

Adapting and responding to change

Adapts to changing circumstances; Accepts new ideas and change initiatives; Adapts interpersonal style to suit different people or situations; Shows respect and sensitivity towards cultural and religious differences; Deals with ambiguity, making positive use of the opportunities it presents.

Creating and conceptualising

Formulating strategies and concepts

Works strategically to realise organisational goals; sets and develops strategies; identifies and develops positive and compelling visions of the organisation's future potential; takes account of a wide range of issues across, and related to, the organisation.

Creating and innovating

Produces new ideas, approaches or insights; produces a range of solutions to problems; seeks opportunities for organisational improvement; devises effective change initiative.

Entrepreneurial and commercial thinking

Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.

Achieving personal work goals and objectives

Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; identifies development strategies needed to achieve career goals and makes use of developmental or training opportunities.

Leading and deciding

Deciding and initiating action

Makes prompt, clear decisions which may involve tough choices or considered risks; takes responsibility for actions, projects and people; takes initiative, acts with confidence and works under own direction; initiates and generates activity.

Leading and supervising

Provides others with a clear direction; sets appropriate standards of behaviour; delegates work appropriately and fairly; motivates and empowers others; provides staff with development opportunities and coaching; recruits staff of a high calibre.

Supporting and cooperating

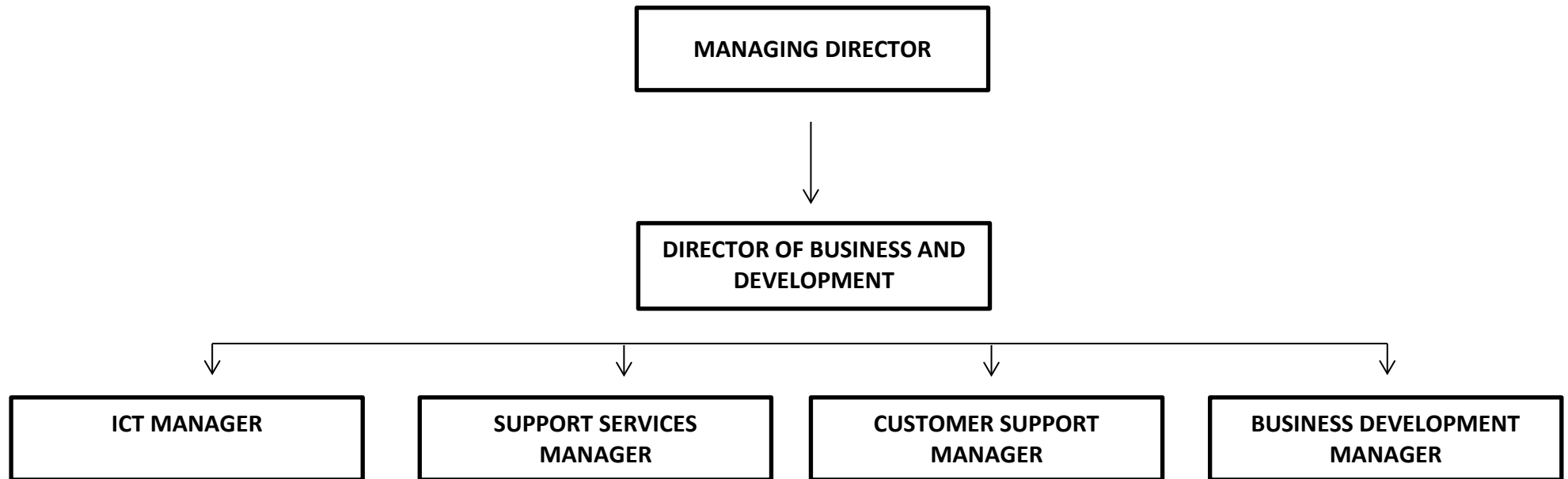
Adhering to principles and values

Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities; builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.

Analysing and interpreting

Analysing

Analyses numerical data, verbal data and all other sources of information; breaks information into component parts, patterns and relationships; probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; produces workable solutions to a range of problems; demonstrates an understanding of how one issue may be a part of a much larger system.



Terms and conditions (for information purposes only)

Position

Director of Resources and Business Development

Salary

Circa £75 -85K

Pension scheme

Local Government Pension Scheme

<http://www.twpf.info>

<http://www.lgps2014.org>

For details please contact Jennifer Aston, Support Services Manager.

Annual leave

30 days per year

Working hours

37 hours per week

Location

Your normal place of work will be our office at The Gateshead Housing Company, Civic Centre, Regent Street, Gateshead, NE8 1JN.

Key dates and the selection process

Closing date: Wednesday 22 March 2017

First interviews: early April (dates to fit in with longlisted candidates)

Following the interview those candidates shortlisted will then be required to complete assessments as follows:

- Executive scenarios
- Occupational Personality Questionnaire (OPQ) 32
- Verbal reasoning

Second interview: Mid-April (date to be confirmed)

This will include:

- Presentation to the final panel – prepared in advance
- Engagement with the Senior Management Team of The Gateshead Housing Company.

Supplementary information

The following information can be downloaded from www.gatesheadhousing.co.uk

- [Five-year Strategic Plan 2015-2020](#)
- Performance documents, eg: end of year performance results, Key Performance Indicators (KPIs) and targets
- [Gateshead Council's Vision 2030](#) (Gateshead Council website).

Director of Business and Development

£75-85k

The Gateshead Housing Company is an Arm's Length Management Organisation responsible for managing almost 20,000 homes on behalf of Gateshead Council.

Recently the Council's Cabinet decided to transfer responsibility for delivering repairs and maintenance and capital investment to the housing company. Given this change to the business, we are keen to ensure our organisation remains fit for purpose.

Having recently refreshed our future ambitions, we have created this new post which we see as playing a key role in shaping our future - taking a lead as we seek to generate new income streams and deliver efficiencies to secure our long-term sustainability.

To fill this role, we need someone with a track record in working at a strategic level who is creative but also has commercial acumen. We want somebody who can spot a genuine opportunity and turn ideas into reality. You will be highly proactive with excellent interpersonal and leadership skills.

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If you would like to discuss this role further you can call 0191 433 5306 for an informal conversation with our Managing Director Jon Mallen-Beadle.

Download the recruitment pack from
www.gatesheadhousing.co.uk/about-us/apply-for-a-job

CLOSING DATE: 12 NOON ON WEDNESDAY 22 MARCH 2017



INVESTORS
IN PEOPLE

CUSTOMER
SERVICE
EXCELLENCE



CSE

