



JOB DESCRIPTION

JOB TITLE: MANAGING DIRECTOR

RESPONSIBLE TO: Chair and Board of Directors

RESPONSIBLE FOR: Operational Management Team

Purpose of the job

The Managing Director (MD) is the most senior officer having overall responsibility for the organisation and will provide operational leadership to the management team. The MD is responsible and accountable to the Board for the development of the company business plan, its policies and the continued provision of high quality affordable housing, supported living and extra care in our communities.

The MD will work in partnership with South Tyneside Council, Regulators, Service Providers and other stakeholders and lead the team within the performance framework of the organisation whilst maintaining a customer focused approach.

Overall responsibilities of the job

- Deliver the company Business Plan as agreed by the Board
- Lead the strategic direction, growth and development of the Company
- Deliver a development programme of housing growth in line with the agreed Business Plan.
- Ensure the delivery of high quality, customer focused services.
- Develop and support an organisational culture that achieves high levels of performance and innovation.
- Provide inspirational leadership to the staff team.
- By providing an ambassadorial role, promote STHVT and develop its profile with partners, to ensure it is seen as a leader in the sector and the community and it achieves and maintains an excellent reputation.
- Support the Board in both developing and then delivering the company's strategic aims.
- Operate at all times in accordance with the principles of good governance and STHVT values.

Key areas of Duties and Responsibilities

Strategy

- Propose and recommend clear innovative strategic options that meet the aims of the Board of STHVT and local stakeholders.
- Drive and deliver the organisations vision and purpose to ensure STHVT continues to be a forward-thinking, responsive, efficient and dynamic organisation.
- Lead on the delivery of the strategic objectives of STHVT as set out in the Business Plan.
- Develop Strategic Plans which ensure that STHVT, working in partnership with customers, the local authority and other stakeholders delivers positive outcomes for tenants and the wider community.
- Ensure that STHVT has the skills, capacity and support to respond positively and proactively to the social, political and economic environment.

Leadership

- Provide motivational leadership and support to the Operational Team.
- Develop the Operational Team by adopting a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues, Board members and stakeholders as required.
- Promote Equality, Diversity and inclusion in all aspects of STHVT's business.
- Ensure STHVT's objectives are delivered by providing a clear sense of direction and clarity of purpose.
- Be responsible for all HR related activity for staff.
- Keep under review the staffing arrangements of the organisation and make recommendations to Board any changes, for example, to meet changes in legislation or in the operating environment of the organisation.

Service Delivery

- In line with the agreed Business Plan, ensure the successful delivery of STHVT's core business and future development programme.
- Ensure the successful delivery and management of agreed contracts and review performance against KPI's
- Develop and maintain systems and structures to ensure tenants of STHVT receive services which are deemed to be excellent whilst also providing value for money and compliance with regulatory requirements
- Ensure the provision and maintenance of high quality, affordable homes and responsive services to customers in accordance with both national and local housing policies and priorities, the companies agreed Business Plan and all associated strategies
- Lead STHVT in achieving excellent customer service with a focus on continuous improvement
- Ensure STHVT promotes a strong, positive image.

Governance

- As the Principal advisor for governance, task management and regulatory compliance, take the lead in specific functions as directed by the Board.
- Prepare and present reports on governance, task management and regulatory compliance to the Board to ensure effective delivery of the company business.
- Review and update the Risk Register as required and ensure the Board are aware of emerging risks/challenges that could impact on service delivery.
- Ensure implementation of the companies Health and Safety Strategy.
- Deliver excellent governance by ensuring the activities of STHVT are carried out to the highest standard of integrity and professionalism in accordance with statutory bodies and regulatory requirements, relevant legislation and best practice, proportionate to STHVT activities.
- Ensure financial viability is maintained through relevant systems and ensure value for money.
- Provide Board members with appropriate support and information to enable them to effectively discharge their duties as Trustees and Directors.

Person Specification

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none">• Significant experience at senior level• Thorough understanding of social/affordable housing• Strategic focus• Managing risk effectively• Developing and implementing effective performance management frameworks• Experience in management of an organisation with a minimum £5m in turnover and fixed assets of £30m• Proven experience in managing a multi-disciplinary team and a strong track record in leading and motivating employees• Governance frameworks and working at Board level• Housing development and financial appraisal• Procurement and contract management	<p>Experience</p> <ul style="list-style-type: none">• Social housing performance management• Extra Care and/or supported housing• HR issues including staff absenteeism, disciplinary and grievance procedures

- Experience of liaising with a range of stakeholders
- Proven ability to liaise with statutory sector e.g. Homes England, Regulator of Social Housing

Knowledge / Qualifications

Skills/Abilities

- Excellent communication and interpersonal skills
- Strong customer focus
- Ability to analyse and interpret financial information, performance information, statistical information and legal procedures / laws
- Report writing skills including the ability to produce and present clear and concise reports on complex matters to different audiences
- Excellent IT skills
- Team player
- Ability to prioritise responsibilities and be self-motivating
- Personal integrity
- Excellent time management skills
- Able to identify opportunities for development and improvement of systems, processes etc.
- Ability to build networks and partnerships with others

Knowledge / Qualifications

- Housing Management/Development and/or procurement