

Dear Applicant

# **POSITION OF DIRECTOR**

Thank you for your interest in the above vacancy.

I am pleased to enclose an application pack which contains the following materials:

* Background Information
* Job description & person specification
* Summary of the terms and conditions of employment
* Organisation Chart
* Application Form
* Equal opportunities monitoring form
* Privacy Notice

Please visit [www.wwhc.org.uk](http://www.wwhc.org.uk) where you will find more information about the co-operative.

If you wish to apply, please use the application form provided. **Please do not attach a C.V. or any other additional materials as these will not be considered**. Your application should be e-mailed to: recruitment@evh.org.uk

Please note that it is your responsibility to ensure we receive your application before the **closing date of Tuesday 7th May 2024 at 10am.** All applications will be acknowledged.

**Those selected for interview will be asked to participate in a selection test which will be carried out remotely and will take approximately one hour. This will be carried out between the dates of 21st May to 28th May. Interviews will take place on either 4th June or 5th June and if you are invited to a second interview this will take place on 7th June.**

A basic disclosure check will be required of the preferred candidate.

# I look forward to hearing from you.

@EVHstuff

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# Yours sincerely



**Andy Duffin**

Chair of the Interview Panel

## **Background Information**

West Whitlawburn Housing Co-operative (WWHC) was formed in 1989 through large-scale voluntary transfer with the main aim at the time being the rehabilitation of the housing stock and to address the social problems in the area.

WWHC is a fully mutual housing co-operative, registered under the Co-operative and Community Benefit Societies Act 2014, a Registered Scottish Charity and a Registered Social Landlord (RSL), registered with the Scottish Housing Regulator. We are VAT registered and our turnover for the year ended 31st March 2023 was £4.8million.

We now own and manage 704 homes in Cambuslang, South Lanarkshire. Comprised of 432 are multi storey flats, 112 are low-rise flats and we have 160 properties, which are a mix of flats, terraced and semi-detached houses and cottage flats.

From its formation, the Co-operative has been unique in its high proportion of multi storey stock with particular management and maintenance challenges. Although this has decreased from 80% in 1989 to 61% at present, it is the highest for an RSL in Scotland.

All the multi storey and low-rise properties are late 1960s systems build design and have undergone major refurbishment and improvement work over the years.

WWHC has no new build development plans at present. Although the Co-operative would hope to take advantage of any opportunities that arise in the future, it will carefully assess the risks of any new projects before committing to them in accordance with the agreed Development Strategy principles.

We have built a solid track record of driving positive change in the community through housing led regeneration and high quality service provision and we enjoy an excellent reputation.

The Co-operative has a Management Committee of up to 15 members, who have experience in managing the organisation combining the skills and experience of its tenants with the staff employed to deliver WWHC’s objectives. Committee members have strong local insight into the needs of our members and local community with relevant experience gained from working, volunteering and lived experience. WWHC prides itself on tenant control with high quality service delivery.

We employ a dedicated and experienced staff team, 13 of whom provide our 24/7 Concierge Service which has been in place since 1996. This service has been integral in transforming our housing stock into safe and desirable homes for our tenants. Community safety is at the heart of the service providing various community supports such as support for vulnerable tenants, dealing with anti-social behaviour and providing an immediate response to smoke detector activations in the multi storey blocks.

In order to address fuel poverty, reduce carbon emissions and improve the energy efficiency of our properties, a biomass district heating system was retrofitted to 539 properties and has been operating since 2014.

The Management Committee carried out an extensive review of its business plan during 2023. This informed the agreed vision and values:

**Vision**

By putting our members at the centre of everything we do, we will maintain a safe, popular area where people are happy to live.

**Values**

**Excellence** We are committed to providing high quality, customer focused services that demonstrate value for money, delivered by an experienced staff team.

**Integrity** Openness, honesty, transparency and trust are at the core of all that we do.

**Inclusion** We believe all people should be treated with equal respect, irrespective of age, gender, physical ability, race, ethnic background or sexual orientation. We will ensure that all our actions, policies and procedures support equality for all.

**Accountability** We hold ourselves accountable to the community we serve, the partners we work with and the agencies that support us, by providing the appropriate information all stakeholders and partners need, in order to assess our performance and to be able to contribute effectively to its development and improvement.

**Community** We are proud to be a fully mutual housing Co-operative controlled by our members on the Management Committee, serving the community in which we work.

**Co-operative Principles**

The Co-operative is pleased to be a member controlled fully-mutual housing co-operative, and supports the International Co-operative Alliance principles of:

* + **Voluntary and open membership**
	+ **Democratic member control**
	+ **Member economic participation**
	+ **Autonomy and independence**
	+ **Education, training and information**
	+ **Co-operation amongst co‑operatives**
	+ **Concern for community**

From this, five core strategic objectives and associated actions follow to enable the Co-operative to achieve the vision:

* Ensure that customers receive the highest possible standard of service at all times
* Provide good quality homes in an attractive environment
* Maintain and enhance strong strategic governance
* Improve our financial strength and deliver value for money
* Seek to address inequalities and exclusion in West Whitlawburn

The Business Plan and financial projections demonstrate that the Co-operative continues to be a viable independent community-controlled organisation with sufficient funds to meet the demands of its asset management strategy.

We have worked to invest in our homes over the years, but we also place great importance on wider community regeneration as we commit to making West Whitlawburn a safe and secure place to live now and in the future.

The Co-operative has transformed West Whitlawburn through a strong record of accomplishment of successful delivery of services and physical and social improvement projects, which have so far has made a great difference building a strong and vibrant community.



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| **Job Description**  |
| Title | Director | Responsible to | Management Committee |
| Salary | £73,742 to £76,967 per annumEVH Grade 10 (SM 15 – 17) | Responsible for | All staff |
| **Job Purpose** |
| Responsible to the Management Committee for the delivery of the Co-operative’s strategic plans and services, in compliance with relevant regulation and legislation.Lead the Co-operative in accordance with the values, policies and objectives set by the Management Committee, ensuring the development and implementation of effective strategies to meet the aim of providing excellent housing and services to our members, residents and service users. |
| 1. **Strategic Leadership & Direction**
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| * To lead and provide strategic direction to the staff team ensuring clarity of direction and effective communication.
* To drive continuous improvement, lead and inspire change and innovation to respond and adapt to members’ current and future needs and priorities.
* Provide strategic leadership, direction and support to WWHC’s Management Committee, senior staff and the staff team.
* Lead the development of WWHC’s business plan, strategies and policies.
* Develop a culture of customer service excellence, underpinned by a flexible and motivated staff with strong alignment to WWHC’s values.
* Deliver the Asset Management Strategy, ensuring that our stock is maintained to the highest possible standard.
* Manage and mitigate risk.
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| 1. **Corporate Governance and Performance Management**
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| * Ensure that WWHC’s governance structures reflect best practice, are efficient, effective, and operate within statutory and regulatory frameworks including the Scottish Housing Regulator, OSCR and the FCA.
* Ensure financial strategies and controls are in place to support and sustain WWHC’s functions.
* Ensure a robust and effective control framework is in place, including policies, procedures, strategies and performance management.
* Deliver high quality reporting, information provision and advice to the Co-operative’s Management Committee and sub-Committees to provide assurance and support effective decision-making.
* Develop and review the business plan on an annual basis and involve and report to the Management Committee accordingly.
* Promoting WWHC’s Equality and Diversity and Health & Safety policies and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies. Ensure WWHC’s responsibilities are effectively discharged at all times.
* Maintain and review appropriate policies and procedures that impact upon the Management Committee’s role as an employer, including salaries, staffing structures and all other conditions of service.
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| 1. **Policy**
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| * Monitor and review services to ensure that they are effective and responsive, deliver value for money and are compliant with best practice, regulatory and statutory requirements.
* Policy formulation and implementation, ensuring compliance with all regulatory and legal requirements and that all external submissions are made by required deadlines.
* Ensure policy decisions taken by the Committee are implemented efficiently.
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| 1. **Management Committee**
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| * Ensure an appropriate Committee structure is maintained to allow effective governance with appropriate Standing Orders and delegated authorities
* Support Management Committee training and development to maintain and enhance strong strategic governance.
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| 1. **Staff Structure**
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| * Ensure an appropriate staff structure and management arrangements are maintained to allow achievement of the Co-operative’s objectives.
* Ensure appropriate staffing policies and procedures are in place.
* Promote effective communications, excellence in customer service, and a focus on continuous improvement.
* Co-ordinate the activities of the various staff sections to ensure the efficient operation of the Co-operative
* Ensure the welfare of the staff on a day-today basis.
* Develop operational processes by means of target setting and performance monitoring on which appropriate staff appraisals will be conducted.
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| 1. **Financial Management**
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| * Ensure that the Co-operative maintains effective financial control and reporting systems.
* Provide high quality financial information to the Committee, including income and expenditure analysis, cash flow and budgetary forecasting.
* Maintain up to date financial projections to ensure effective planning, risk management and to support effective decision making.
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| 1. **Regulatory and Statutory Compliance**
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| * Ensure compliance with all regulatory and statutory responsibilities
* Co-ordinate the provision of all external submission requirements
* Responsibility for performance management systems, Charter reporting, benchmarking and analysis.
* Ongoing review of processes and systems, to ensure that they are as efficient and effective as possible and best meet current needs and service demands.
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| 1. **Public/ /Community Relations**
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| * Promote good public relations and be an ambassador for the Co-operative.
* Publicise the aims and achievements of the Co-operative.
* Promote the Co-operative by establishing and enhancing relationships with all strategic partners: local authorities, the Scottish Government, the Housing Regulator and other businesses, statutory and voluntary organisations operating within the sector.
* Develop and maintain key partnerships to assist in meeting the objectives of the Co-operative.
* Promote the Co-operative’s Tenant Participation Policy and Communications Strategy.
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| 1. **Community Development**
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| * Oversee Community Development activities in line with service level agreements.
* Implement the Co-operative’s Community Development Strategy linked to the strategic objectives and values of the Co-operative which clearly link to positive outcomes for our members and local community.
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| 1. **Development**
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| * Identify and pursue business development opportunities including relevant funding opportunities where this is consistent with the Co-operative’s objectives and values.
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| 1. **General Responsibilities**
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| * The position requires the post holder to comply with the remit and delegated authority of WWHC’s Standing Orders, Rules, Policies, Procedures and Financial Regulations.
* To undertake such other tasks as reasonably required to meet the varying needs and demands of WWHC.
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**Person Specification - Director**

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| **Experience and Qualifications**  | **Essential**  | **Desirable**  |
| Educated to degree level / postgraduate / professional membership qualification level in a relevant discipline  | **🗸** |  |
| Postgraduate Diploma in Housing Studies  |  | **🗸** |
| Member of the Chartered Institute of Housing |  | **🗸** |
| Significant experience at a senior level within a Registered Social Landlord or related organisation | **🗸** |  |
| Experience of leading and driving organisational change and providing support to key stakeholders throughout the process | **🗸** |  |
| Experience of developing systems and working practices to improve organisational efficiency and embed a culture of continuous improvement | **🗸** |  |
| Experience of establishing and maintaining effective working partnerships to benefit key stakeholders | **🗸** |  |
| Preparation, promotion and implementation of business plans and other strategic planning / bidding documents  | **🗸** |  |
| Experience of working at a senior level with a voluntary Management Committee | **🗸** |  |
| Experience in the application of risk management | **🗸** |  |
| Proven track record of achieving successful outcomes, achieving KPI targets and providing a consistently high quality of service and accurate reporting  | **🗸** |  |
| **Knowledge**  | **Essential**  | **Desirable**  |
| Excellent knowledge of housing issues, policy, statutory frameworks and wider community regeneration issues in the RSL operating environment | **🗸**  |   |
| Excellent knowledge and understanding of governance issues  | **🗸** |  |
| Knowledge of the Scottish Housing Regulator’s requirements and the regulatory framework and reporting requirements | **🗸** |  |
| Excellent grasp of financial and management accounts, budgets, business plans and treasury management matters | **🗸** |  |
| Proven ICT skills in developing and making best use of IT systems and digital services with knowledge of promoting digital inclusion for tenants | **🗸** |  |
| Understanding of risk management and control and role of audit and regulatory returns within an organisation | **🗸** |  |
| Awareness / experience of procurement regulations and processes |  | **🗸** |
| **Skills and abilities**  | **Essential**  | **Desirable**  |
| Excellent communicator with first class verbal and written skills including report writing, presentation and public speaking skills and the ability to communicate information clearly and concisely to a wide range of people and organisations | **🗸** |  |
| Strong leadership skills with the ability to empower, motivate and inspire staff in a positive organisational culture that puts customers first and delivers excellent services | **🗸** |  |
| Well-developed interpersonal and team working skills  | **🗸** |  |
| Ability to provide clarity on organisational priorities, vision, direction and change | **🗸** |  |
| An analytical and strategic thinker who can develop strategy, policies, plans and systems to deliver on outcomes | **🗸** |  |
| Innovation, implementation and development skills to effect positive changes to organisational culture and working methods | **🗸** |  |
| A relationship builder with effective networking, negotiation and influencing skills to work effectively with partners  | **🗸** |  |
| Ability to handle a busy and diverse workload with competency in balancing competing priorities by demonstrating excellent time management to meet challenging deadlines | **🗸** |  |
| Ability to innovate and embrace opportunities for change  | **🗸** |  |
| **Other**  | **Essential**  | **Desirable**  |
| Respect for others and commitment to equal opportunities with an understanding of equality and diversity issues and a commitment to meet the co-operative’s policy and codes of conduct | **🗸** |  |
| Strong commitment to the values of West Whitlawburn Housing Co-operative and the social housing sector, including principles of co-operation, equality and social justice | **🗸** |  |
| Committed to continuous improvement and customer service excellence | **🗸** |  |
| Self-motivated with a positive attitude | **🗸** |  |
| Flexibility in working arrangements and willing to work outside normal working hours (when required)  | **🗸** |   |
| Driving license and access to your own car  |   | **🗸** |

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| **Summary of Principal Terms and Conditions of Employment****Position of Director** |
| West Whitlawburn Housing Co-operative is an EVH (Employers in Voluntary Housing) employer and the terms and conditions for this post are largely in accordance with EVH terms and conditions. |
| Salary Scale | EVH Grade 10, SM15 to SM17£73,742 to £76,967 per annumSalary is paid monthly by Bank Transfer |
|  Contract | Full time, permanent |
| Hours of Work | 35 hours/week Monday to Friday. The organisation operates a flexitime policy. |
| Place of Work | 57 Belmont Road, Whitlawburn, Cambuslang, G72 8PGSome remote working may be required. |
| Annual Leave  | 27 days annual leave per year |
| Public Holidays  | 13 days per year |
| Pension | The Co-operative is a member of the Scottish Housing Association Pension Scheme (SHAPS) offering Defined Contribution options.  |

This summary is for general guidance only and will not form part of the contract of employment.

All offers of appointment are subject to receipt of two satisfactory references.