**JOB PROFILE + PERSON SPECIFICATION**

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| **JOB IDENTITY** |
| **POST TITLE:** | Chief Executive | **DEPARTMENT:** | Chief Executive |
| **REPORTS TO:** | The Board | **SALARY POINT:** | £79,813 - £83,347 |

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| **JOB CONTEXT** |
| The Atrium Group (Atrium) comprises Atrium Homes, a successful, award winning Registered Social Landlord with charitable status, and Atrium Initiatives a commercial subsidiary. Reference to “Atrium” within this document should be taken to include both parent and subsidiary and the duties outlined apply equally to any subsidiary company of Atrium Homes.As with all posts in Atrium, there is a responsibility for the post holder to demonstrate a commitment to Atrium’s aims and objectives, adhere to the principles and specifics of the Code of Conduct for staff in every aspect of this post and meet the requirements of the competency framework which relates to the post. |

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| **NATURE OF ROLE** |
| This post is the senior officer within Atrium Group. The post holder will provide strategic and inspirational leadership to support and encourage all staff to contribute meaningfully to achieve cutting-edge services for customers within the communities where we operate.The post holder will develop corporate strategy, planning and overall governance of the Group and will report to Board for the performance of Atrium Group.In addition, the post holder will promote the Atrium brand and develop Atrium’s profile to ensure we are seen as a leading regional and sub-regional player within the housing sector. |
| **JOB PURPOSE** |
| The job purpose is to lead Atrium Group and in order to do so, to * Determine the strategic direction, growth and development of Atrium, together with holding executive accountability for all operations.
* Ensure excellent and cutting-edge services for tenants by providing inspirational leadership and vision.
* Provide the Board with sound advice on key management, housing, social, economic, political and operational factors and assist the Board by developing and maintaining strategies, policies and services.
* Ensure that the Group finances are managed and controlled and that effective financial strategies are in place to support and sustain all organisational functions.
* Ensure that Atrium carries out its operations in accordance with the business plan and policies established by the Board meets the requirements of The Scottish Housing Regulator, OSCR and Companies House and legal duties.
* Ensure that the duties of Company Secretary, which are delegated from the Board, are discharged efficiently and effectively and provide advice on issues of governance and control to the Board.
* Create an effective Executive Team and through it direct and manage work of Atrium to ensure provision of high quality homes and services whilst maintaining Atrium's financial well-being.
* Develop, manage and implement a Human Resources Strategy that will include the development of all staff. Ensure that there are mechanisms in place to enable staff to fulfil their duties, responsibilities and full potential whilst achieving Atrium's business plan and objectives.
* Prepare, develop and sustain the growing role of Atrium, in the regeneration of local communities, establishing and developing partnership working and building strong and effective relationships with all stakeholders.
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| **MAIN DUTIES** |
| ***In this post, you will be responsible for the good governance, performance and financial management and well-being of the Atrium Group. The examples given below are illustrative of the types of activities that may be undertaken by the post holder, rather than exhaustive.*****Leadership** * Provide leadership, purpose and direction for the staff and Atrium, ensuring that clear and tangible improvements in performance and quality of services are achieved.
* Manage the effectiveness of the Executive Team in developing and implementing coordinated strategies and plans so that all departments within Atrium work together productively in pursuance of its objectives and achieving its targets
* Provide leadership to subsidiary companies within the greater Atrium Group and ensure that the activities of such subsidiary companies are consistent with the letter and principles of their Independence Agreements and with the parent company's Vision and Values and strategic objectives.
* Ensure that Atrium is an efficient, responsive and accountable RSL committed to the delivery of quality services to tenants and other customers.

Effectively and proactively promote the culture, Vision and Values of Atrium.**Governance*** Work in partnership with the Board to ensure excellent governance of Atrium, and that business is conducted in line with governance frameworks.
* Maintain the effectiveness of the Group’s systems of governance thereby ensuring proper scrutiny, accountability, and regulatory compliance
* Ensure the Board and its Committees are serviced effectively and provided with plans, policy proposals, financial, performance and other information necessary to control the work of Atrium.
* Support the Board to ensure that it is appropriately skilled, motivated and effective in its decision making and assist the Board in developing its own skills and in ensuring its structure and membership reflects the needs of Atrium.
* Ensure all activities comply with the requirements of the statutory and regulatory framework relating to Atrium and with the Articles of Association.
* Ensure that all statutory duties and reporting across the Group are discharged effectively and subject to both external and internal audit.

**Strategy*** Provide strategic lead and direction to the Board, to the Executive Team and staff to develop Atrium, in accordance with the vision and values of Atrium, supported by an effective Business Plan.
* Translate Atrium's corporate vision and values as a major landlord into realistic targets and objectives, identifying and implementing what needs to be done in order to achieve excellent outcomes.
* Formulate, implement and review strategies, policies, and financial frameworks aimed at enhancing Atrium's position as a leading social housing provider.
* Define, develop and implement effective performance management and risk management strategies, support the Board in meeting their duties of having appropriate reporting and control mechanisms in place.
* Ensure that short/medium/long term plans comply with regulatory guidance, legislation, good practice and corporate aims and values.

**Services*** Ensure that Atrium provides high quality affordable homes and high quality, customer focused, cost efficient housing service to customers and service users
* Ensure compliance with the Scottish Social Housing Charter, reflecting or leading best practice wherever possible.
* Establish, develop and maintain a culture of excellent customer service, participation, continuous improvement and quality management.
* Ensure that the service commitments made to customer are met and that services develop and change in line with residents’ needs, taking into account feedback provided through customer participation and involvement.
* Direct and promote the implementation of customer engagement, ensuring that the structure for consultation and where appropriate delegated decision making is developed effectively and sustained in response to changing needs and circumstances.

**Staff and Management*** Lead the Executive Team and overall staff team to ensure that Atrium’s strategic vision, business plan, and goals are delivered to tenants and residents
* Establish a skilled, well supported, well-motivated staff team and deal quickly and appropriately with internal conflict and poor performance.
* Empower managers and staff to act with the minimum supervision needed to ensure probity and efficiency.
* Promote, manage and develop a positive Atrium culture and foster a culture of openness, of willingness to learn and one which deals with problems quickly, minimises errors and rectifies them promptly where they occur.
* Advise the Board on staff structure and employment policies.
* Establish effective performance management and appraisal systems that enable staff to assess their personal successes and afford the opportunity for empowerment and personal development.
* Establish a learning and development strategy / system which is clearly articulated to each member of staff and is geared to achievement of Atrium’s corporate objectives.

**Management Systems*** Oversee an effective system of financial and other management controls, including clear delegation of authority, accurate and timely performance reporting
* Ensure there is an effective risk and asset management strategy that enables risk to be assessed and controlled, and assets to be maintained.
* Set targets and performance management measures, review and monitor progress, and organise resources to ensure successful performance outcomes across Atrium.
* Review Atrium performance against the business plan and ensure that key variations are reported to the Board and other stakeholders as necessary.

**Community and External Relations*** Liaise with the local authority, Scottish Government, and the voluntary and statutory sectors, ensuring that Atrium’s best interests are promoted.
* Direct, develop and promote partnership working across Atrium and with external stakeholders to ensure that the goals of Atrium and its business plan are met.
* Seek out new strategic relationships and new business opportunities that will benefit Atrium's future and add value to its business.
* Manage all aspects of Atrium's external relations including liaison with elected representatives, the media, marketing, public relations and all aspects of its relationships with key external Atriums and individuals.
* Enhance the reputation and image of the Group by representing it as an ambassador in interactions with stakeholders.

General* To be available to attend all Board and sub-committee meetings and other occasional meetings out with normal working hours
* To undertake training as necessary to maintain high standards in the quality of work, including participation in an annual performance review.
* This job description is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder is required to undertake any other reasonable duties that may be asked by the Board.

Working at Atrium requires an open attitude and a positive approach to fresh challenges and activities along with a willingness to embrace any other duties asked, which are appropriate to the grade of the post and the needs of Atrium. We expect all employees to be able to schedule their own workload in an appropriate manner, taking into account other priorities and ongoing work within the team, department and Atrium. This involves being able to effectively manage a varying workload whilst balancing competing priorities; working within policy and procedural requirements to achieve Atrium’s objectives. From time to time you may be asked to represent Atrium at appropriate conferences, seminars and various local forums.  |
| **PERSON SPECIFICATION** |
| **EDUCATION & QUALIFICATIONS**  |
| **ESSENTIAL:*** Degree or relevant professional qualification
* Current membership of related professional body

**DESIRABLE:*** Management qualification or training.
* Evidence of further professional development as a business leader
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| **EXPERIENCE & KNOWLEDGE** |
| **ESSENTIAL:*** A strong leader with high standards of integrity and fairness with proven achievements in motivating and empowering people.
* Extensive experience, and a consistent track record of achievement in a senior executive position within a successful, customer-focused, regulated organization.
* Significant knowledge of housing policy, statutory frameworks and Regulatory Standards for Registered Social Landlords.
* Demonstrable experience of embedding strong and sustainable corporate governance, ideally in the context of voluntary governing bodies.
* Sound understanding of multiple governance frameworks and group structures including charitable status and Companies House legislation.
* Extensive experience of leading effective change programmes with employee, customer and stakeholder engagement, involvement and collaboration.
* Strong track record of building and managing effective relationships with Boards, customers, partners and stakeholders.
* Experience of budget management and an appreciation of the risks associated with property, asset management and investment.
* Experience of identifying, analysing and progressing strategic opportunities to facilitate growth.
* Experience of leading the preparation, promotion and implementation of business plans and other planning documents.
* Good knowledge of corporate finance, accounting, performance management, risk, internal and external audit. Including high level knowledge of strategic financial management in the housing sector.
* Good knowledge of ICT systems, and experience of championing the use of new technology to develop innovative systems and services.

**DESIRABLE:*** Successful track record of effective partnership working and networking at the highest levels, with key stakeholders, including regulators, central government, local government, communities and commercial businesses.
* Non-executive director experience – to reflect governance issues, challenges and responsibilities or experience of effective working with a voluntary Board or Management Committee.
* Commercial awareness with a strong grasp of financial frameworks and funding mechanisms.
* Experience of applying commercial, political and business acumen, exploiting new opportunities to achieve outcome related change and an outward customer facing and community focus.
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| **SKILLS & PERSONAL QUALITIES** |
| **ESSENTIAL:*** Leadership skills to inspire and motivate the Executive Team and staff to deliver service excellence.
* Innovative, with a creative and collaborative approach to problem solving and service development
* Ability to motivate, develop and hold to account the Senior Management Team.
* First class verbal and written communication skills including report writing, presentation, and public speaking abilities.
* Networking, persuasion and negotiating skills and an ability to promote Atrium and influence key stakeholders.
* Strategic thinker and planner with the ability to identify and exploit business opportunities as they arise.

Good diplomacy, negotiation and interpersonal skills with the ability to build positive and effective relationships with colleagues, Senior Management, Board members, contractors and external contacts.Excellent organisational and planning skills to cope with a varied workload and the ability to handle change and prioritise work accordingly.* Ability to work under pressure and prioritise work to meet strict deadlines, use initiative, make sound judgements and take effective decisions.

Motivated, enthusiastic and self-starting with a commitment and drive for organisational improvement.Committed to ensuring high standards, efficiency and outstanding customer service.Committed to values of openness, accessibility, honesty, integrity, respect for tenants, colleagues, Board members, and responsiveness to tenants and local needs.* Confident in own skills and abilities and able to work as part of a team or on own initiative.

**DESIRABLE:*** Demonstrates entrepreneurial behaviours and skills to improve business performance.
* Ability to lead mergers and acquisitions through to successful completion and integration.
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| **ADDITIONAL REQUIREMENTS** |
| **ESSENTIAL:*** Ability to act as a valued ambassador for Atrium in interactions with colleagues, Board members, customers and other stakeholders
* Resilient, robust, confident and determined, but self-aware.
* Demonstrates humility and committed to addressing areas for personal development.
* Alignment with the ethos and values of Atrium Group and the social housing sector, including principles of involvement, equality and social justice and advanced political awareness.
* Demonstrates drive, determination, resilience and a commitment to excellence.
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| **CRIMINAL RECORD CHECKS** | Standard DisclosureThe preferred candidate will be required to undertake a Standard Disclosure check. A confirmed offer of appointment will be subject to a satisfactory outcome of this pre-employment check. |