

## Job Profile

<b>1. JOB IDENTIFICATION</b>	
<b>Job Title:</b>	Chief Executive
<b>Responsible to:</b>	Board
<b>Line Management:</b>	Operations Director, Corporate Services Director, Executive Support Officer
<b>Section:</b>	Executive Team
<b>Last Update:</b>	July 2023
<b>2. JOB PURPOSE</b>	
<p>The overall purpose of the Chief Executive is to provide inspirational, effective and innovative leadership and ensuring delivery of the company’s visions, values and objectives.</p> <p>The Chief Executive will ensure that Waverley Housing achieves the highest standards of conduct, performance and accountability whilst maximising the use of assets and supporting growth.</p> <p>Accountable to the Board, working with them to ensure appropriate response to changes within the operating environment.</p>	
<b>3. POSITION WITHIN ORGANISATION</b>	
<p>The Chief Executive, Operations Director and Corporate Services Director form the Executive Team. Operational Managers report directly to the Operations Director. The Chief Executive has overall responsibility for the Management Team and is accountable to the Board.</p> <p>See organisation chart attached.</p>	
<b>4. ROLE OF WAVERLEY HOUSING</b>	
<p>To provide high quality and affordable housing whilst contributing to the broader generation of sustainable communities. All our services are affected by how well we utilise, maintain, develop and grow our assets.</p> <p>Our main services are:</p> <ul style="list-style-type: none"> <li>a) Housing management services, including estates management, lettings and tenant participation</li> <li>b) Property management, including responsive repairs and planned maintenance</li> </ul>	

## **5. KEY RESULT AREAS**

### **Leading the Business**

- a) Ensure the Business Plan, Asset Management Strategy and all other strategies are viable and delivered; and are regularly and robustly reviewed
- b) Ensure the Company has in place systems and processes to deliver continuous improvement of services, excellent performance, and continues to be innovative, responsive and forward-thinking.

### **Leading People**

- c) Empower and develop staff to fulfil their potential, creating a culture that motivates and supports staff to deliver high levels of performance, celebrating success and tackling performance issues as appropriate
- d) Lead, empower and develop the Management Team to ensure that corporate objectives are achieved and the activities of the company are carried out to the highest standards of integrity and professionalism, and in accordance with regulatory requirements, relevant legislation and best practice
- e) Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues
- f) Overall responsibility for Human Resource Management and employment matters, seeking professional/legal advice where necessary

### **Effective Governance**

- g) Work in partnership with the Board to ensure excellent governance, and ensure compliance with the Scottish Housing Regulator's Regulatory Standards.
- h) Ensure the Board is effectively supported and provided with timely advice
- i) Be proactive in providing the Board with the information required to make informed decisions about compliance; managing risk; and the future direction of Waverley Housing
- j) Assist the Board in attracting, recruiting and retaining Board members to meet the need for renewal and maintain a balance of skills, experience and diversity

### **Finance and Compliance**

- k) Ensure that long term financial plans are in place that secure our viability and meet funders' requirements
- l) Maintain the overall framework of standards, policies and procedures, including internal control, performance reporting and audit
- m) Ensure that risks are properly assessed and promote risk awareness.
- n) Ensure that value for money is demonstrated in all aspects of service delivery

- o) Ensure proper focus on equality and diversity and health and safety as an integral part of the Company's culture

### **Operational Services**

- p) Ensure that all services are customer-focused
- q) Ensure strong focus on continuous improvement, transformation and innovation
- r) Ensure assets and homes are managed effectively and efficiently.
- s) Ensure the business has an effective control framework to ensure openness, accountability and probity
- t) Lead on communications and digital strategy, drawing on innovation

### **External Relationships & Partnerships**

- u) Develop relationships with key stakeholders including tenants, other customers, local authorities, other locally based organisations, regulators, elected representatives and the Scottish Government and ensure that Waverley Housing continues to promote a strong, positive image.

### **NOTE:**

The Chief Executive will be responsible for a wide range of tasks and activities. As with all Chief Executive positions, there are also certain specific delegated authorities and personal responsibilities, for instance in relation to expenditure, health and safety and other matters. These are not necessarily listed in the job description and will change over time with regulation, legislation and as Waverley Housing continues to change, grow and develop.

## **6. EQUIPMENT & VEHICLES**

- a) Laptop
- b) Smartphone

## **7. SYSTEMS**

The company has the following management information systems that the post holder will be expected to use:

- a) Microsoft Office
- b) Capita – (a bespoke integrated housing/finance/repairs system)
- c) Filestream

## **8. DECISIONS AND JUDGEMENTS**

- a) Act autonomously, planning own workload
- b) Make effective decisions based on sound analysis with independent thought and objectivity
- c) Adapt working practices to meet business demands
- d) Focus on innovation, performance and improvement to deliver an efficient and effective organisation

## **9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- a) Combining operational and strategic management with limited resources
- b) Analysis and interpretation of varied information over several areas of activity
- c) Ensuring regulatory and legislative requirements are met
- d) Creating a culture to motivate staff to deliver high levels of performance
- e) Ensuring high customer satisfaction levels in service delivery whilst achieving value for money
- f) Ensuring positive outcomes and bringing an innovative and insightful approach to service delivery
- g) Ensuring the Board has sufficient knowledge to fulfil its statutory and regulatory duties
- h) Keeping abreast of changes to government policies and local demographics

## **10. COMMUNICATIONS AND RELATIONSHIPS**

The post holder is required to communicate with a wide range of internal and external stakeholders, requiring a high standard of verbal and written communication skills.

e.g.

- a) Tenants & Other Customers
- b) Staff
- c) Board of Directors
- d) Funders
- e) Contractors/Consultants
- f) External organisations
- g) Regulator(s)
- h) Residents within our communities

## **11. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB**

### **Physical**

- a) Those associated with normal office duties, e.g. use of VDU, remaining in a seated position for long periods at a time
- b) Potential for extensive travel and/irregular or unsocial hours

### **Mental and Emotional**

- a) Dealing with sensitive or contentious issues and challenging situations
- b) Reacting and responding appropriately to numerous demands
- c) Maintaining concentration, coping with interruptions
- d) Exposure to emotional demands when dealing with staffing issues including competency and attendance management and when dealing with members of the public who are aggrieved or in dispute with Waverley Housing

## **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- a) Degree level or significant relevant work experience
- b) Relevant professional qualification with evidence of continuing professional development (CPD)
- c) Senior Management experience
- d) Experience in successfully leading and managing people, developing successful and cohesive teams
- e) Experience of delivering continuous improvement and excellent performance
- f) Experience of successful development and implementation of business strategies, and of delivering major projects
- g) A clear and up-to-date understanding of the operating environment and issues facing social housing, and wider regeneration and social policy
- h) Strong understanding of financial and treasury management at a strategic level, including the management of budgets, interpretation of financial information and funding mechanisms
- i) Experience of working with Boards to ensure good and effective governance
- j) Knowledge of health and safety responsibilities of an employer and services provider, including contracted works
- k) Understanding of current best practice and policy in personnel issues
- l) Experience of successfully instigating and managing significant organisational change
- m) Competent and appropriate IT skills and the ability to use relevant software
- n) Full driving licence

**13. FLEXIBILITY STATEMENT**

The content of this Job Profile represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The post holder may be expected to carry out any other duties reasonably commensurate with their grade from time to time at the direction of the Board.

**14. JOB PROFILE AGREEMENT**

Job Holder's Signature:

Date:

Manager's Signature:

Date:

