



188 Brockley Road London SE4 2RL

020 8692 5258

## **MANAGING DIRECTOR**

## **Job Description**

Part-time, 3 days a week (between Mon – Thursday)

**Line Manager:** the Chair of the Board

**Direct Reports:** Finance Manager, Housing Manager, Co-ops and Tenants Officer

### **Overview of Role**

The Managing Director's role is to lead the Association and its staff team to deliver the Association's vision, values and strategic objectives and manage the day to day business. The MD is accountable to the Board and for advising and making recommendations to the Board on policy, strategy and good practice. The MD is also responsible for ensuring that the Association meets the highest standards of service delivery, governance and ethical behaviour, ensuring that internal controls are in place so the organisation can run efficiently and within the law and manage its risks and liabilities effectively.

### **MAIN DUTIES**

1. To work with the Chair, Board and Committees to define and set the Association's strategic direction and vision and to ensure that appropriate processes are in place to deliver, monitor and review strategic plans.
2. To work with the Chair, Board and Committees to ensure the Association fulfils its governance responsibilities and that the business of the Board is properly conducted.
3. To ensure the duties of Company Secretary are fulfilled.
4. To ensure that relationships between staff and the Board are positive.
5. To ensure the Association's Financial Strategy and business plan is fit for purpose and that there are effective financial management tools and controls in place to secure financial viability.
6. To ensure that realistic budgets are agreed and adhered to, and that there is sound financial management
7. To define and promote the Association's corporate vision and values and work with all stakeholders in ensuring services meet current and future needs of residents.
8. To report to the Board on performance against targets and on issues affecting the effective running of the organisation.
9. To identify development opportunities that fit within CHISEL's vision and development strategy.

10. To ensure that risk management is an integral part of the strategy and that business continuity process are in place, i.e. internal audit, compliance and risk management processes.
11. To keep organisational structures, staffing processes and resources under review to ensure that they fully support the business.
12. To lead, support and manage the staff team to deliver the best possible services. To ensure staff are line managed in accordance with generally accepted good practice.
13. To ensure the CHISEL homes and services meet the aspirations of the residents and any regulatory and good practice standards.
14. To ensure CHISEL's assets are managed effectively and that we are able to meet our maintenance liabilities.
15. To promote resident involvement and co-operative management through the work of CHISEL.
16. To act in and promote the best interests of the Association, working collaboratively to consolidate, build and maintain effective relationships with key partners, regulators, lenders, service users, other stakeholders and the wider community.
17. To act as an Ambassador for the Association to raise the profile and enhance the reputation of the organisation and ensure the future viability of the business.
18. To oversee the efficient and economic management of the Association's properties and their customers in accordance with the aims, objectives and ethos of the Association and Board of Management.
19. To ensure that all necessary statutory returns are made, as appropriate.
20. To develop effective policies and procedures and ensure these are adhered to as appropriate.
21. To ensure that efficiencies and savings are made where feasible to deliver better value for money for residents.

## Person Specification – Managing Director

### EDUCATION, QUALIFICATIONS AND KNOWLEDGE

- Degree (or equivalent through relevant experience and training) or CIH professional qualification or other management qualification eg MBA
- Senior level management experience within the social housing sector
- Sound awareness of current housing and maintenance issues

### EXPERIENCE

- Substantial experience at a management level within social housing
- Experience in formulating and implementing strategy and delivering results
- Demonstrable experience of staff management and the ability to lead, inspire, motivate & develop people
- Strong numeracy and financial skills and significant financial management experience
- Business acumen and commercial awareness
- Track record of identifying and managing key organisational risks
- Proven experience of driving up performance and delivering results
- Experience of engaging and involving customers to improve services
- Experience of policy development and business planning and the ability to put these into effect.
- The ability to think creatively, innovate and turn ideas into reality.
- Experience of maintaining successful relationships with a Board and between staff and Board, and an understanding of good governance
- Demonstrable experience of developing and maintaining a wide range of partnerships
- Experience of using IT as an analytical and management tool
- Strong presentation skills and the ability to promote the Association externally
- Excellent communication and negotiation skills, both written and oral.
- Excellent organisational, administrative and IT skills and the ability to work independently and under pressure. Self servicing including the ability to use Word and Excel
- Knowledge of the financial, regulatory and legal framework within which housing associations operate

### PERSONAL QUALITIES

- Commitment to CHISEL's values and objectives, especially to tenant involvement and co-operative housing
- Demonstrable leadership and motivational skills
- Skilled at leading organisational change
- Strong interpersonal and negotiation skills
- Proven ability to provide vision and strategic direction and influence people
- Innovative approach and ability to generate ideas and solve problems
- Professional approach
- High level of oral and written communication skills
- Excellent relationship builder
- Commitment to the provision of social housing
- Commitment to the delivery of a quality service
- Enthusiastic with high level of self motivation
- Passionate about making a difference
- Sound Judgement

**OTHER REVELANT FACTORS**

- Flexible approach to working hours and attendance at evening meetings/ regional and national events
- Able to travel and undertake overnight stays as appropriate
- Commitment to equality of opportunity
- Car owner/driver