

## Job Profile and Person Specification

Job details			
<b>Job Title</b>	Head of Housing and Communities		
<b>Section</b>	Senior Management Team		
<b>Report to</b>	Chief Executive Officer		
<b>Grade</b>	EVH 9 SM 11-14 (£ 67,295 to £72,133)		
<b>Hours of work</b>	35 per week (there is a requirement to work out-with office hours) Flexi time		
<b>Place of work</b>	Ralston House, Cyril Street, Paisley, PA1 1RW (Hybrid home-working arrangements are available).		
<b>Disclosure Level</b>	PVG	<b>Date Reviewed</b>	January 2025

Job Purpose
<ul style="list-style-type: none"> <li>• To be responsible for the leadership and strategic direction of housing management, welfare advice, services to owners and tenant and community engagement.</li> <li>• Member of the Senior Management Team (SMT) supporting the delivery of W.H.A.'s vision, values, business plan and wider objectives.</li> <li>• Lead change in your areas of responsibility to deliver improved services and value for money.</li> <li>• Engage and support our customers and communities by delivering the customer engagement, community action and the equalities and human rights strategies.</li> <li>• To contribute to the success of corporate projects as part of integrated teams.</li> <li>• To promote the association within the wider community and with partner organisations.</li> <li>• To deliver assurance by ensuring regulatory and statutory compliance is achieved in all areas of responsibility.</li> <li>• Create and maintain strong external partnerships that bring in resources, share risk and enhance W.H.A.'s reputation</li> </ul>

## Core Responsibilities

### Leadership and people

- Provide effective leadership that supports, inspires and motivates your teams, empowering them to deliver through clear objectives, performance targets and personal development plans.
- Lead on change management to promote a culture of continuous improvement.
- Ensure consistent communication through team meetings, one-to-ones, appraisals and general team management to support delivery of the association's objectives.
- Through effective engagement strategies define and uphold positive behaviors and a common culture to support business goals and new working practices.
- Promote staff development and digital working practices to support value for money and encourage innovation.
- Provide accessible and effective oral and written communication.

### Delivery and impact

- Effectively lead and deliver on the association's housing management and community engagement and support services.
- Effectively lead and deliver on the association's services to owners.
- Develop partnerships with Renfrewshire Council in relation to tenancy nominations and homelessness prevention.
- Ensure housing management activities comply with legislation and regulatory requirements, and the Scottish Social Housing Charter.
- Develop and implement the association's risk management strategy in relation to housing management-related financial, regulatory and reputational risks.

### Customer and community

- Ensure the customer engagement strategy and the scrutiny framework are delivered.
- Develop new ways including new technologies to engage with and get feedback from customers.
- Commission periodic satisfaction surveys, disseminate and act on their findings.
- Engage tenants and the wider community so our neighbourhoods remain successful places.
- Ensure a client centred approach to welfare and support services.
- Demonstrate the monetary and social benefits of this work.
- Seek external funding and partnerships to extend the impact and range of the service.



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## Core Responsibilities

### Governance and compliance

- Prepare and present regular reports for the governing body, keeping them appraised of performance against targets, new legislation and policy issues.
- Responsible for the Operations and Performance sub-committee, working with colleagues to ensure good governance is delivered and agendas and reports are high quality.
- Responsible for ensuring self-assessments and associated supporting evidence are regularly reviewed in your service areas to support the Assurance Statement.
- Effectively assess, manage and report on strategic and operational risks to support the association's risk management strategy.
- Work with regulators, internal and external auditors, and consultants to ensure compliance and continuous improvement.
- Ensure the accuracy of ARC reporting and that audit actions are reviewed and closed off in a timely manner.
- Ensure compliance with key corporate policy and procedures in areas such as health and safety, General Data Protection Regulation (GDPR), procurement, HR, and all other statutory requirements.
- Ensure policies and procedures are compliant and reviewed, in line with expectations.

### Financial control and value for money

- Ensure performance targets for arrears and voids control are met.
- Ensure budgets are set, controlled and managed to deliver value for money objectives in your services.
- Contribute to the annual budget preparation in relation to your service responsibilities.

### General

- To attend and, where necessary, represent the Association at meetings with external organisations and individuals.
- To undertake such additional activities as required for the post.
- To contribute to the general development and wider activities of the Association as a member of the staff team and to act at all times in the best interests of the Association.



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## Person Specification

**POST: Head of Housing and Communities**

**DATE: January 2025**

<b>1.</b>	<b>Education and Experience</b>	<b>Essential</b>	<b>Desirable</b>
<b>1.1</b>	Educated to degree level, in a relevant discipline or able to demonstrate an equivalent level of educational or professional attainment	*	
<b>1.2</b>	Qualified member of a relevant professional or technical body		*
<b>1.3</b>	Substantial experience in leading housing management services.	*	
<b>1.4</b>	Previous experience in the charitable or public sectors (preferably in social housing)		*
<b>1.5</b>	Substantial experience of management in a dynamic and changing environment	*	
<b>1.6</b>	Substantial experience in managing customer-facing services	*	
<b>1.7</b>	Experience of working with governing bodies		*

2.	Knowledge, Skills and Abilities	Essential	Desirable
2.1	Experience of developing and delivering customer centered housing services to the highest standard	*	
2.2	Effective communicator and leader with a proven ability to motivate and develop staff teams	*	
2.3	Experience of initiating and overseeing change within a service environment	*	
2.4	Ability to analyse and produce appropriate performance monitoring information and to report to W.H.A.'s Management Committee	*	
2.5	Ability to work on own initiative, prioritise workload, handle pressure and take day-to-day decisions on the running of the service	*	
2.6	Knowledge and experience of the social, political, and regulatory environment of registered housing associations	*	
2.7	Experience in identifying and delivering value for money efficiency savings within an organisation	*	
2.8	Experience of risk management, managing risk registers and risk reporting		*
2.9	Knowledge of health and safety legislation as it relates to social housing		*
2.10	Knowledge and experience of customer service standards and good practice related to service accessibility		*
2.11	Ability to work constructively within the SMT and across the association to deliver organisational objectives	*	
2.12	Ability to work effectively with a wide range of stakeholders from a range of backgrounds.	*	



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<b>3.</b>	<b>Values and Attitudes</b>	<b>Essential</b>	<b>Desirable</b>
<b>3.1</b>	Ability to demonstrate empathy with the organisation's values and its community-based ethos	*	
<b>3.2</b>	Commitment to continuous improvement and excellence	*	
<b>3.3</b>	Commitment to the practical application of equalities and human rights policy and practice	*	
<b>3.4</b>	Commitment to probity, openness and accountability	*	
<b>3.5</b>	Demonstrate commitment to continuing professional development	*	

<b>4.</b>	<b>Other Considerations</b>	<b>Essential</b>	<b>Desirable</b>
<b>4.1</b>	Ability to meet the practical requirements of the post including flexibility regarding travel and evening meetings	*	
<b>4.2</b>	Possession of a full current driving license and access to a car for business use	*	