**FORTH HOUSING ASSOCIATION LIMITED**

**JOB DESCRIPTION**

**JOB TITLE: TEMP. BUSINESS IMPROVEMENT MANAGER**

**RESPONSIBLE TO: INTERIM DIRECTOR**

**RESPONSIBLE FOR: N/A**

**GRADE: EVH Grade 9**

**DATE: September 2021**

**MAIN OBJECTIVES OF THE POST**

To provide a temporary Business Improvement resource to Forth HA. Reporting directly to the Interim Director you will be responsible for three main areas as well as providing support to the Tenant Services Team.

The key elements of the post are:

* To manage the process of collection of evidence for the Annual Assurance Statement.
* To manage the Customer Excellence Project – Our Forth
* To review the processes of Forth Housing Association
* To participate as a member of the Senior Management Team

**SPECIFIC DUTIES AND RESPONSIBILITES**

**1 MAIN DUTIES**

* 1. To gather and collect the evidence for the Annual Assurance Statement, using SFHA assurance toolkit. Liaising with other Senior Staff at Forth HA to ensure that all evidence is available for scrutiny by the Management Committee.
  2. To monitor all actions that were identified as areas for improvement in 2020 Annual Assurance process.
  3. To record all changes that are being made as part of the Customer Excellence Project ‘Our Forth’, and to liaise with Senior Management Team on areas of excellence.
  4. As part of ‘Our Forth’ review and monitor progress, of the processes of the Association for excellence.
  5. Assist with the monitoring and implementation of the Governance and Organisational Improvement Plan.
  6. Provide support to the Tenants Services Team.

**2 ACCOUNTABILITY**

2.1 To Interim Director and ultimately to the Management Committee.

**3 MANAGEMENT COMMITTEE**

3.1 Assist the Interim Director to prepare and deliver such reports as are required by the Management Committee.

**4 GENERAL**

4.1 To carry out any other duties which may be required from time to time to ensure the proper functioning of the Association.

4.2 To investigate and respond to complaints up to Stage 2 in accordance with Forth’s Complaint Policy.

4.3 To carry out the requirements of the job in accordance with the agreed policies and procedures of Forth HA.

4.4 To always abide by Forth HA’s Code of Conduct.

4.5 To always ensure absolute confidentiality in respect of Forth HA’s business.

4.6 To assist the Management Committee with the provision of information and advice if required.

4.7 To take responsibility for keeping oneself fully appraised of changes in Association policy, current legislation, relevant guidance, and models of good practice.