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| **JOB DESCRIPTION****“Senior Officer”**  |
| **Responsible to:** Board of Directors |
| **Department** | n/a | **Responsible for** | All staff |
| **EVH Grade** |  Grade 10 SM8 to SM10 | **Last reviewed** | April 2022 |
| **Job Purpose** |
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| * Determine the strategic direction, growth and development of Homes for Life (HfL), together with holding executive accountability for all operations.
* Provide the Board with sound advice on key management, housing, social, economic, political and operational issues and assist the Board by developing and maintaining strategies, policies and services.
* Ensure excellent and modern innovative services for tenants by providing inspirational leadership, direction, and vision.
* Ensure that HfL’s finances are managed and controlled and that effective financial strategies are in place to support and sustain all organisational functions.
* Ensure that HfL 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 any other statutory, regulatory and legal duties.
* Ensure that the duties of Company Secretary, are discharged efficiently and effectively and provide advice on issues of governance and control to the Board.
* Direct and manage the work of Management Team to ensure provision of high-quality homes and services.
* 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 HfL’s business plan objectives.
* Prepare, develop, and sustain the role of HfL, in establishing and developing partnership working and building strong and effective relationships with all stakeholders.
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| **Job Outputs** |
| In this post, you will be responsible for the good governance, performance and financial management and the well-being of HfL. The examples given below are illustrative of the types of activities that may be undertaken by the post holder, rather than an exhaustive list. |
| **Key Tasks** | **Includes the requirement to:** |
| **Governance** | * Work in partnership with the Board to ensure excellent governance of HfL, and that business is conducted in line with governance frameworks.
* Maintain the effectiveness of HfL’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 HfL.
* 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 HfL.
* Ensure all activities comply with the requirements of the statutory and regulatory framework relating to HfL and with its rules both as a service provider and as an employer.

Ensure that all statutory duties and reporting across the business are discharged effectively and subject to both external and internal audit and other scrutiny and validation. |
| **Leadership** | * Provide leadership, purpose and direction for the staff and the organisation, ensuring that clear and tangible improvements in performance and quality of services are achieved.
* Manage the effectiveness of the Management Team in developing and implementing coordinated strategies and plans across HfL productively in pursuance of its objectives and achieving its targets
* Ensure that HfL is an efficient, responsive, and accountable RSL committed to equality and a human rights approach in the delivery of quality services to tenants and others.

Effectively and proactively promote the culture, vision and values of HfL. |
| **Strategy** | * Provide strategic leadership and direction to the Board, the Management Team and staff to develop HfL, in accordance with the vision and values of HfL, supported by an effective business plan.
* Translate HfL’s corporate vision and values as a Registered Social Landlord into realistic targets and objectives, identifying and implementing what needs to be done to achieve excellent outcomes.
* Formulate, implement, and review strategies, policies, and financial frameworks aimed at enhancing HfL's position as a respected social housing provider.
* 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.
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| **Services** | * Ensure that HfL provides high quality affordable homes and high quality, tenant focused, cost efficient housing and other services.
* Ensure compliance with the Scottish Social Housing Charter, reflecting or leading best practice wherever possible.
* Establish, develop, and maintain a culture of excellent services, participation, innovation, continuous improvement, and quality management.
* Ensure that the service commitments made are met and that services develop and change in line with needs, considering feedback provided through tenant participation and other involvement.
* Direct and promote the implementation of tenant 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.
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| **Management of Staff** | * Lead the Management Team and overall staff team to ensure that HfL’s strategic vision, business plan, and goals are delivered to tenants.
* Establish a skilled, well supported, well-motivated staff team and deal quickly and appropriately with internal conflict and poor performance.
* Empower staff to act with the minimum supervision needed to ensure probity and efficiency.
* Promote, manage, and develop a positive HfL 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 and practices.
* 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 the achievement of HfL’s corporate objectives.
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| **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 HfL and against sector benchmarking.
* Review HfL’s performance against business plan objectives and ensure that key variations are reported to the Board and other stakeholders as necessary.
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| **Community and Stakeholder Relationships** | * Liaise with the local authority, Scottish Government, and the voluntary and statutory sectors, ensuring that HfL’s best interests are promoted.
* Direct, develop and promote partnership working across HfL and with external stakeholders to ensure that the goals of HfL and its business plan are met.
* Seek out new strategic relationships and new business opportunities that will benefit HfL's future and add value to its business.
* Manage all aspects of HfL's external relations including liaison with elected representatives, the media, marketing, public relations, and all aspects of its relationships with key stakeholders and individuals.
* Enhance the reputation and image of HfL by representing it as an ambassador in interactions with stakeholders.
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| **General** | * To be available to attend all Board and sub-committee meetings and other occasional meetings out with normal working hours
* To undertake training and continuous professional development as necessary to maintain high standards in the quality of work, including participation in an annual performance review.
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| **Essential Knowledge &** **Skills** | * Ability to act as a valued ambassador for HfL in interactions with colleagues, Board members, tenants, and other stakeholders
* Be 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 HfL and the social housing sector, including principles of involvement, equality, human rights, social justice, and advanced political awareness.
* Demonstrates drive, determination, resilience, and a commitment to excellence.
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| **This job description is designed to provide a general statement of the required tasks, duties and responsibilities. It is not exhaustive and may be subject to amendment and/or review depending on business needs from time to time.** |