

July 2021

Chief Executive Officer

Knowes Housing Association

Contact:
Nigel Fortnum or Mike Orr
0141 212 7555



Chief Executive Officer Recruitment Pack

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Welcome

Thank you for your interest in the role of CEO at Knowes Housing Association.

Our current Director who has been in post for 14 years and has been employed at Knowes since our inception in 1998 is retiring later this year.

We are looking for a CEO to lead and develop what is already a very successful and high performing organisation.

With a wealth of experience at a senior level you will help shape our services going forward, ensure we continue to enhance our customer experience, and lead an experienced staff team. We are an organisation with 22 staff and a turnover of around £5m and as such our CEO will be someone who is a hands-on leader.

We pride ourselves in the quality services we deliver and the work we do in the community, and these are areas where we want to continue to develop.

Our mission is to Provide good quality affordable housing and services which meets the needs and aspirations of the community we serve, ensure resident control of current and future housing, and contribute to the continued improvement of the local community and environment.

In return we offer you the opportunity to work for a great organisation that genuinely improves the lives of the people who live in our area, a competitive salary, EVH terms and conditions of service and flexible working arrangements.

Please look through the information provided in this pack which hopefully gives you an idea of what Knowes is all about. If you share our passion, feel that we're an organisation you could flourish in and are the person we're looking for, I'd be delighted to receive your application.

Best regards

Rhona Polak

Chairperson

About Knowes Housing Association

How we came about

Knowes Housing Association was formed on 1st March 1998 following a large scale voluntary transfer of 1,115 properties in the Faifley and Duntocher area of Clydebank from the former Scottish Homes. Knowes currently owns and manages 1030 properties and acts as factor to a further 694. Knowes is a charitable registered social landlord managed by a Committee made up of local tenants and home owners.

Our Mission is to

Provide good quality affordable housing and services which meets the needs and aspirations of the community we serve, ensure resident control of current and future housing and contribute to the continued improvement of the local community and environment.

Our Core Values are

Respect and Equality of Opportunity

We treat everyone with respect and recognise and respond to their individual needs.

Customer Focussed

We ensure that our customers are at the core of everything we do.

Communication

We communicate effectively with our customers and colleagues.

Continuous Improvement

We are committed to review, develop and improve all of our services and processes.

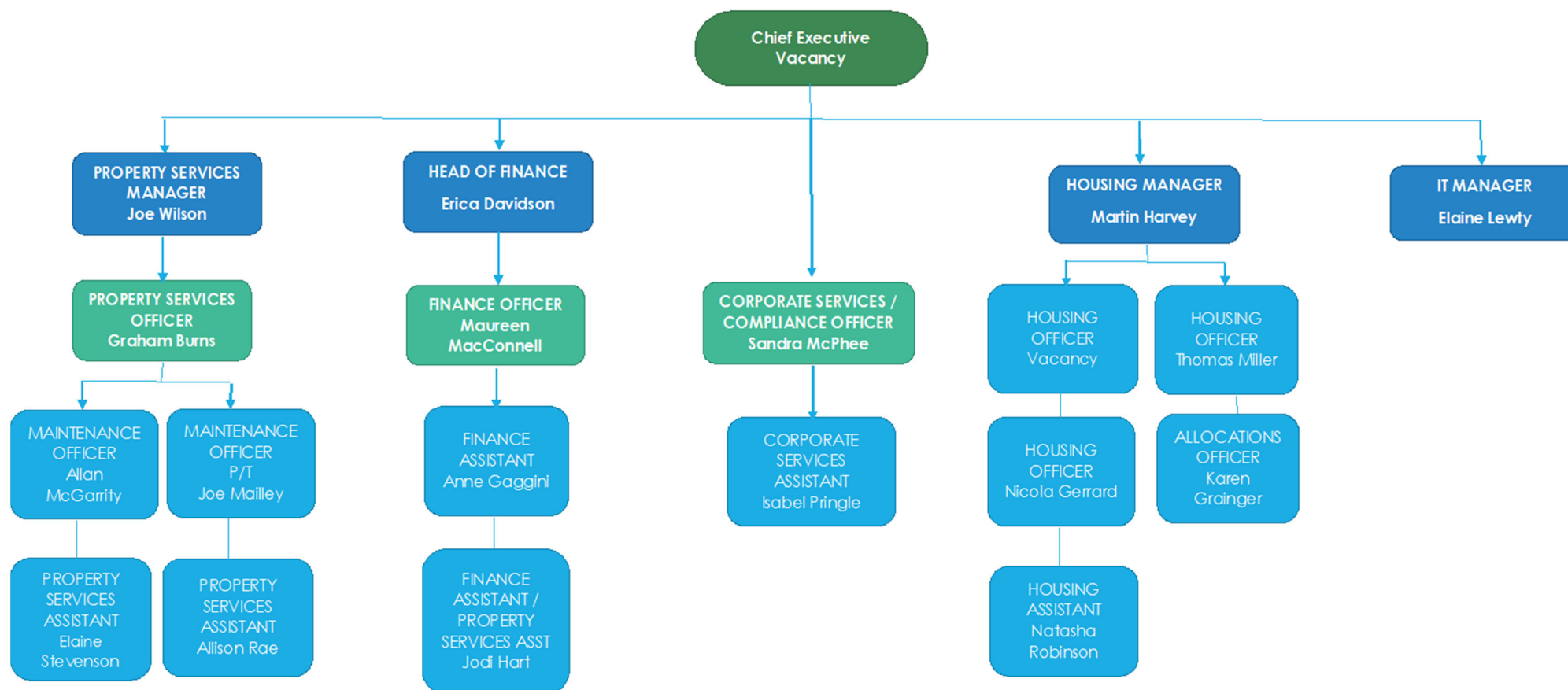
Honesty and Professionalism

We behave in a professional manner displaying honesty and integrity at all times.

Knowes has 22 frontline staff

Further information is available on our website - <https://knowes.org/>

STAFF STRUCTURE



Advert

Chief Executive

Knowes Housing Association

Glasgow

£77,364 - £80,137

Knowes Housing Association (KHA) is a community based social landlord committed to its mission of providing good quality affordable housing and service which meet the needs and aspirations of the community they serve. The association owns and manages 1030 properties and provides factoring services to 694 customers across the Clydebank area. KHA is a driving force behind the improvement and redevelopment of the area, KHA invests in its properties and communal areas and has ambitions to develop new build properties.

KHA is invested deeply within the community, its management committee is made up of local residents, homeowners and housing professionals from outwith the area, who are passionate about delivering impact for the local communities within the Faifley and Duntocher areas. The Association works in partnership with various community groups and initiatives to provide opportunities and support local community members. Embracing a customer focused approach, the association delivers various services for its residents in line with its values and mission.

Due to the retirement of KHA's longstanding CEO, the board are now seeking a new leader who can take on the challenge and continue to build on the historic success of KHA and its communities. The new leader will hold overall responsibility for the organisation and its people whilst reporting to the management committee. The staff team, community and committee are fiercely proud of KHA and the new CEO will drive forward the ambitions of the organisation through innovation whilst protecting its independence. The new CEO will lead on governance and overall people management, developing teams and driving improvements whilst upholding the organisations values and maintaining focus on its mission.

To be considered for the role you must possess high quality leadership skills and experience and hold a deep knowledge of the RSL sector - acquired within a professional or voluntary role. You will have experience of strategic planning and risk management, and an understanding of the wider strategic, policy and financial issues affecting the sector.



The ideal candidate will bring an innovative, forward-thinking approach to the role and will be excited by the opportunity to deliver positive impact for local communities.

Closing date: Monday 23rd August 2021

For a confidential discussion please call Nigel Fortnum or Mike Orr on 0141 212 7555.

Job Description

Job Title:	Chief Executive
Location:	Clydebank Office / Homeworking
Reports to:	The Board

Role Purpose

The CEO has overall responsibility for Knowes Housing Association (KHA) under the general direction of the Board, supporting the Board to achieve good governance, comply with all necessary regulatory and statutory obligations, ensuring a high standard of services are delivered, risks assessed, and financial viability maintained.

The CEO will promote KHA's vision and mission as a key focus alongside innovation and continuous improvement, supporting sustainable improved performance across the whole organisation, delivering continued success and ensuring future growth.

Advising, supporting and being accountable to the Board for our overall strategic development, governance, operational activities, resource planning, management and performance.

Leading the Senior Management Team in the development and delivery of our Corporate Plan and Objectives, in partnership with the Board.

Ensuring that our services represent value for money and meet tenant, other stakeholder and organisational requirements.

Ensure the development and welfare of all staff and review the staff structure from time to time in partnership with the Board.

Act as an ambassador for KHA and maintain and develop relationships with both existing and new stakeholders in accordance with the business needs of the organisation.

Areas of Responsibility	
Financial:	All Budgets
Direct Reports:	5 members of staff: Senior Leadership Team
Resources:	The role is accountable for all of KHA's resources
Operating Environment:	Office based. Manages distressing or emotional circumstances. Deals with team welfare issues, long term sickness, redeployment & redundancy, grievance & discipline, mediation, tribunal and court hearings. Oversees complaints process including tenants' complex and possibly hostile complaints.

Accountabilities	
1.	Advise and support the Board in their strategic leadership and setting of direction for KHA and the successful achievement of our Vision, Mission and Key Objectives.
2.	Demonstrate a commitment to the cultural values and ethos of KHA in everyday interactions with staff, customers, and other stakeholders. Acting as KHA's culture champion.
3.	To ensure KHA's finances are managed and controlled and effective financial strategies are in place to support and sustain KHA's functions.
4.	Oversees and ensures effective business planning.
5.	Advises the Board on resource requirements and ensures that our resources (human, financial and physical) are effectively planned and directed to deliver KHA's strategic aims successfully.
6.	Ensures compliance with legislative and regulatory requirements including those arising from the Scottish Housing Regulator, OSCR, Financial Conduct Authority, Companies House, HMRC as well as those relating to Health & Safety, Equalities & Diversity, Data Protection etc.
7.	Ensures that KHA's services are high quality and customer focused, meeting our strategic objectives and key performance indicators whilst delivering value for money
8.	Assumes the role of general manager for all staff employed. Empowers, coaches and develops the Senior Management Team and the broader staff team ensuring that they remain engaged and motivated.

9.	Represents KHA and its members positively and effectively within the Scottish housing sector and beyond.
10.	Ensures that KHA's strategic objectives and key performance indicators are achieved and that exceptions are reported to the relevant Committee/Board for appropriate action.
11.	Enhances the reputation and image of KHA by representing it as an ambassador in interactions with stakeholders.
12.	Enables KHA team members and the organisation to embrace change through effective engagement with and clear communication of strategic and operational objectives.
13.	Promotes effective support and motivation for all team members and ensures that there are effective arrangements for monitoring and managing performance.
14.	Ensures the effective identification and management of corporate, strategic and operational risk.
<p>This Job Description is not an ultimate descriptor of everything you have to do to ensure the business, its' people and its' services are a success.</p> <p>Ultimately you are responsible for every aspect of KHA, and as a result, you are relied upon to use your expertise, skills, knowledge, experience, judgement, etc to be continually striving for excellence in operation, people and service provision in collaboration with all stakeholders for our community.</p>	

Professional and Behavioural Skills, Educational Requirements

Professional Skills and Experience

Essential:	<ul style="list-style-type: none"> • Senior management experience with a successful Registered Social Landlord or housing related organisation, • Experience of leading customer focussed services, • Track record in developing people, strategic planning and managing and minimising risk, • Demonstrable evidence of an innovative approach to leadership and performance improvement, • Experience of developing partnership and collaborative relationships with a range of business stakeholders, • A proven track record in managing performance, • Experience of working with tenants, communities and community organisations, • Significant knowledge of current strategic, policy and financial issues affecting social housing in Scotland and associated legislation, • Understanding of the regulatory and governance requirements of Registered Social Landlords, • Implications of changing demographics and other socio-economic trends, • Ability to work under pressure and prioritise work to meet strict deadlines, use initiative, make judgements and take decisions, • Strong track record of building and managing effective relationships with Boards, customers, partners and stakeholders.
Desirable:	<ul style="list-style-type: none"> • Non-executive director experience.

Knowledge

Essential:	<ul style="list-style-type: none"> • Knowledge of housing policy, statutory frameworks and Regulatory Standards for Registered Social Landlords, • Sound understanding of governance frameworks and structures including charitable status and Companies House legislation, • Awareness of organisational culture as the platform for underpinning organisational performance.
Desirable:	<ul style="list-style-type: none"> • Knowledge of wider role community regeneration and social policy or experience in delivery of community support initiatives.

Behavioural Skills		
Behaviour skills are how the job holder is required to successfully interact with others internally and externally to achieve business goals e.g. initiative, results orientated, teamwork, leadership		
Essential:	<ul style="list-style-type: none"> • Excellent leadership, influencing, negotiation and motivational skills, • Strategic thinking and business planning abilities, • Innovative approach to problem solving, • Decisiveness, • Ability to foster empowerment, • Financially astute, • Political awareness, • Ability to challenge in a constructive manner, • Excellent communication skills, • Ability to network and engage with different groups, • Networking and influencing skills, • Sound business planning and analytical skills. 	
Education Requirements		
Essential:	<ul style="list-style-type: none"> • Current Membership of a relevant professional body (CIH, ILM) 	
Desirable:	<ul style="list-style-type: none"> • Degree in Business Administration or equivalent 	
Signatures		Date
Postholder(s)		
Manager		

Documentation

Further information can be found in the following documents:

- [Business Plan 2020 – 2021](#)
- [Statement of terms and conditions of employment](#)

The Process and How to Apply

Enquiries

For a confidential discussion about the post please contact Nigel Fortnum or Mike Orr, at our recruitment partners, Aspen People, on 0141 212 7555.

Application

To apply for the position please [CLICK HERE](#) to complete a short form and upload a **CV** and **supporting statement**. We would be grateful if you could include the following information in your supporting statement:

- Current or most recent salary.
- Details of two referees (please note that referees will not be contacted until offer stage or without prior consent)

Applicants will be shortlisted for interview based on their application matching the detail provided in the Job Description We would therefore ask applicants to provide clear evidence to show how your experience, skills and knowledge match those requirements as well as why you are interested in the role.

You will receive an automatic acknowledgement when you submit your application – if you do not receive this, please contact Katy Gall on 0141 212 7555.

Dates

Closing Date for Applications	Monday 23 rd August
Candidates notified of the outcome of their application:	By close of play on Friday 3 rd September
First Interviews	Wednesday 8 th September
Second Interviews	Wednesday 15 th September

Contact

Nigel Fortnum or Mike Orr
0141 212 7555