



TIS

Recruitment Guide Chief Executive Officer

Your experts in housing, community
development and engagement practice

January 2025



Aspen

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Introduction

Welcome to the recruitment guide for the role of Chief Executive Officer (CEO) with the Tenants Information Service (TIS).

Within this guide, you will find information about TIS, an outline of the role and person specification, how to apply, and important dates to note.

TIS is partnering with **Aspen People**, a specialist sector executive search organisation, throughout the recruitment process. For a confidential discussion about the role, please contact **Nigel Fortnum** or **David Currie** at Aspen People.

T 0141 212 7555 • **E** enquiries@aspenpeople.co.uk

Closing date

5:00pm on Monday 24th February 2025

About TIS

TIS is the leading organisation promoting and inspiring innovative tenant participation, engagement, and scrutiny practices in Scotland.

We deliver independent advice, training, and support to tenants, communities, and housing organisations to work together to influence national housing policy and practice.

We believe that by working together, we can plan more effectively to deliver high quality and affordable housing, and wider services to meet the needs of our diverse and flourishing communities. Our expert team finds creative approaches to encourage communities and housing organisations to work together to get things done.

Our aim is simple, we want to change housing in Scotland for the better.

www.tis.org.uk



A message from our Chairperson



Alice Bovill
TIS Chairperson

I am delighted that you have an interest in applying for the role of CEO with TIS.

Founded in 1989, TIS is a respected, national membership organisation who lead in the development of innovative tenant participation, community development, and engagement practices throughout Scotland.

TIS has a rare opportunity for an inspiring leader, who believes in social housing, and with a passion for social justice to join our team and steer our next chapter.

In one of the most severe economic upheavals in a generation, I can't stress enough how important the work of TIS is, in supporting tenants and housing organisations to come together as a collective to drive forward positive outcomes for our communities and homes, which are so intrinsic to every aspect of our lives.

Our values are at the core of everything we do, and we harness a culture that believes that everyone deserves equal economic, political, and social rights and opportunities.

Our team is made up of 10 committed individuals who are passionate about reinforcing the legal right to consult tenants and provide meaningful opportunities to influence housing policy and practice and promote better housing for the tenants of today and tomorrow.

As a national membership organisation, we are proud to represent over 255,000 homes across Scotland, in 28 of 32 local authority areas.

TIS is now at a pivotal moment where we are looking for a CEO to build upon our strong foundations, and be responsible for the strategic, financial, and operational leadership of our organisation.

The CEO reports directly to the TIS Board of Directors, who have a diverse range of skills, knowledge, and experience to support the long term success of the organisation and is made up of tenant and housing organisation representatives from the TIS membership community, alongside co-opted individuals.

TIS really is a fantastic organisation with an excellent reputation throughout the sector. If you are ready to embrace this exciting challenge and share our values and vision for an active, inclusive, and just Scotland, where communities are strong, equitable, and sustainable – we would encourage you to apply.

Visit our website for more information about the work that we do.



About the role

TIS - a national charity leading tenant participation, community development, and engagement practices, is seeking a dynamic and values-driven individual to step into the role of CEO.

This is a rare opportunity for an inspiring leader, with a passion for social justice to champion engagement and ensure it remains at the forefront of the national housing agenda.

As a membership organisation, TIS is proud to represent over 255,000 homes across Scotland through its tenant and housing organisation membership community. Members share the same values of finding creative solutions to encourage tenants and housing organisations to work together and effect positive change.

With a strong foundation and fantastic reputation, TIS is now looking for a CEO to lead the next chapter of growth and innovation. The CEO will be responsible for the strategic, financial, and operational leadership of TIS, reporting directly to the Board of Directors.

Key responsibilities include:

Leadership and governance

Driving the strategic direction of TIS while ensuring the organisation's activities align with its core values of integrity, excellence, partnership, innovation, independence, and empowerment.

Financial management

Developing and overseeing budgets, tenders, and funding streams to ensure the organisation's long-term viability.

Policy influence

Representing TIS at a local and national level, working closely with government bodies, housing regulators, and key stakeholders to influence housing policy and legislation.

Team development

Leading a dedicated team of professionals and associates, fostering a culture of empowerment, and delivering continuous service improvement.

Membership growth

Enhancing member services and driving the organisation's marketing, digital and engagement strategies.



About the role

If you are ready to embrace this challenge and are excited by the opportunity to lead and inspire a progressive organisation with a strong social purpose, we would love to hear from you.

You will work alongside a passionate and skilled team, supported by a dedicated Board, to shape Scotland's housing landscape for the better.

We are looking for an accomplished professional with:

Experience

At least five years in a senior management role within housing, tenant participation, or community development, with a proven track record in strategic and operational leadership.

Skills

Exceptional communication, negotiation, and leadership skills, coupled with a deep understanding of the social housing sector, financial management, and governance best practices.

Values

A commitment to tenant empowerment, social justice, and innovation, underpinned by a collaborative and inclusive approach.

How we are managed

The CEO will report directly to the TIS Board of Directors.

Board Directors are ambassadors for the organisation. They are responsible for providing leadership, monitoring performance, agreeing on the strategic direction of the organisation, and ensuring its long-term success.



What we do

Our expert team supports communities and housing organisations to work together to develop effective solutions and services.

Engage

We deliver independent advice, training, and support to tenants, communities, and housing organisations to work together more effectively.

We pioneer and inspire innovative tenant participation, community engagement, and scrutiny practice throughout Scotland.

Influence

We work with the Scottish Government, Scottish Housing Regulator [SHR], and key decision makers to influence national housing policy, legislation, and practice.

We work to ensure our members views are heard to shape and influence housing and community learning, and policy development.

Change

We provide practical training and support to develop and implement strategies to ensure tenants and communities are involved, and their voices are heard.

We believe that by working together, we can plan more effectively to deliver high quality and affordable housing, and wider services that meet the needs of our diverse and flourishing communities.

Our people

Our expert team is committed and trained to the highest level to provide the best possible advice, support, and training services to tenants, communities, and housing organisations across the Scottish social rented housing sector.

At present we have a team of 10. We also have a group of Associates.



Our values

The TIS core values support our vision, shape our culture, and reflect what we believe in as an organisation.

They are the essence of our identity and provide the framework to how we engage with our staff team, tenants, communities and housing organisations alike.

Integrity

We believe that trust is fundamental. We are honest, open, and respectful.

Excellence

We uphold the highest standards across all areas of work to provide excellent services and outcomes that provide value for money.

Partnership

We support communities and housing organisations to work together to nurture, grow, and develop effective solutions and services.

Innovative

We find creative approaches to encourage communities and housing organisations to work together to get things done.

Independent

We support our key partners, members, and customers to set your own agenda.

Empowering

We are committed to develop individual and organisation's individual's skills, confidence, and knowledge.

Offices and development support projects

The TIS head office is based in the city centre of Glasgow. We currently manage development support projects in East Ayrshire, East Lothian, Edinburgh, and South Lanarkshire. These projects are a partnership between the Council, local tenants, and TIS.

Job description

Role title	Chief Executive Officer	Location	Glasgow / hybrid
Salary	£78,413.00 to £86,448 p.a. + essential car users' allowance		
Hours	35 hours per week		
Reports to	TIS Board of Directors	Terms	Permanent

Role purpose

Strategic leadership

Develop and deliver the organisation's strategic plan to achieve its mission, vision and strategic objectives.

Financial stability

Ensure the financial stability of the organisation through effective budgeting, financial planning and business growth and development.

Governance

Ensure robust governance practises to meet all regulatory, legal and best practise standards are in place.

Partnership working

Develop strong relationships with key stakeholders including Scottish Government, Scottish Housing Regulator, Registered Social Landlords, tenant organisations, and member and training organisations.

Leadership

Lead and develop a high performing team to deliver the strategic objectives set by the Board.

Culture

Promote a positive and inclusive organisational culture that values diversity, innovation and continuous improvement.

Values

Commitment to tenant empowerment, social justice, and innovation, underpinned by a collaborative and inclusive approach.

Role responsibilities

Leadership and Governance

Driving the strategic direction of TIS while ensuring the organisation's activities align with its core values of integrity, excellence, partnership, innovation, independence, and empowerment.

Financial management

Developing and overseeing budgets, tenders, business growth opportunities and funding streams to ensure the organisation's long-term viability.

Policy influence

Representing TIS at a local and national level, working closely with government bodies, housing regulators, and key stakeholders to influence housing policy and legislation.

Team development

Leading a dedicated team of professionals and associates, fostering a culture of empowerment, and delivering continuous service improvement.

Membership growth

Enhancing member services and driving the organisation's marketing, digital and engagement strategies.

Training, research and publications

To lead on the delivery of bespoke training and conference events and the delivery of research and good practice materials to support good practice across the sector.

Consultancy

To lead on and deliver projects and contracts to meet the financial and strategic objectives of TIS.

Skills

- Extensive senior management level experience of leading an organisation and team through significant and effective change.
- Track record of developing and delivering strategic and operational plans, and managing and minimising risk.
- Effective financial management of significant budgets.
- Business planning, risk management and performance management.
- Ability to develop business growth opportunities.
- Ability to work at a national, strategic level to influence housing and related policies.
- Ability to manage staff and resources with a high level of competence and management of change processes.
- Experience of relationship management and negotiation with diverse external bodies.
- Ability to collaborate and develop partnership working with a range of key stakeholders.
- Ability to contribute to policy and practice in the field of tenant participation and wider community development.
- Experience of tenant participation, scrutiny, and community development with a proven track record of implementation of values and approaches.
- Application of values and approaches that underpin an equalities and inclusive practice.
- Managing and monitoring performance and reporting on performance.
- Experience of delivering continuous service improvement with a community development focused approach.
- Exceptional communication, negotiation, and leadership skills, coupled with a deep understanding of the social housing sector, financial management, and governance best practices.



Personal qualities

- Excellent leadership, influencing, negotiation and motivational skills.
- Commitment to tenant participation, tenant empowerment, and tenant scrutiny.
- Strategic thinking and business planning ability.
- Well-developed communication skills - including listening, verbal, written, influencing and presentational.
- Strong analytical, problem solving and decision-making skills.
- Strong governance skills and experience of Board reporting to maintain a strategic oversight and fulfil governance responsibilities.
- Highly developed analytical and problems solving skills and the ability to work strategically and with innovation.
- Ability to engage with different groups, clarify complex issues, and generate respect.
- Ability to foster empowerment and team development.
- Ability to show an understanding of, and commitment to equality and diversity.
- Commitment to facilitating and promoting good governance, and creating a positive and productive relationship with the Board.
- Commitment to developing self and staff capacity and capability.
- Commitment to innovation and continuous improvement.
- Integrity and credibility.
- Resilient and able to fulfil a demanding role.
- Flexibility and willingness to work hands on with tenants and staff.



Knowledge and understanding

- Good understanding of the Social Rented Sector and key issues affecting tenants and service users.
- Significant knowledge of housing issues, legislation, regulation and financial operation.
- Significant knowledge of strategic, policy and financial issues affecting social housing.
- Knowledge of inequalities and their impact.
- Comprehension of good governance practice and regulatory standards in the social housing sector.
- Sound understanding of accounts and financial controls.
- Risk awareness.

Qualifications and experience

Essential qualifications

Educated to degree level and have a professional qualification in CIH or similar.

Essential experience

At least five years in a senior management role within housing, tenant participation, or community development, with a proven track record in strategic and operational leadership.

Other

A clean UK driving licence.

Applications

If you are ready to embrace this challenge and are excited by the opportunity to lead and inspire a progressive organisation with a strong social purpose, we would love to hear from you.

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Terms and conditions

Office base

Clockwise, 77 Renfrew Street, Glasgow, G2 3BZ. TIS embraces hybrid working and as such, staff are expected to work from both home and the office where appropriate.

Salary

The pay band range for the post is based on the TIS salary structure of £78,413.00 to £86,448. Due to be reviewed in April 2025 (cost of living increase).

Hours of work

35 hours per week. The post holder must be able to participate in regular evening work and occasional weekend work as some of our tenant participation work takes place in the evening.

Pension

TIS offers its employees a private pension scheme and contributes 9% of staff salaries to the fund. You are required to make a personal contribution of at least 5% to the pension scheme.

Overtime and time off in lieu

There are no contractual rights to overtime. A time of in lieu (TOIL) system is operated which should be agreed with your line manager.

Car allowance

This post is awarded an essential car users' allowance of approximately £970 per annum and mileage of 40p per mile for work mileage. Any costs incurred by you in travel to work will not be eligible for mileage allowance.

Subsistence

Payment available for subsistence incurred.

Annual leave

You will be entitled to 25 days paid annual leave, plus 12.5 public holidays.

Contract term

This is a permanent post.

Life insurance

Death in service benefit - 2 x basic annual salary.



Applications

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To apply for the role, we kindly ask that candidate's detail how they fit the requirements outlined in the role description, as well as why they are interested in the role. This can be submitted through a CV and covering letter - as one combined document.

To submit your application, please visit the Aspen website at: www.jobs.aspenpeople.co.uk/job/ceo-730.aspx

Closing date

5:00pm on Monday 24th February 2025

The recruitment process

You will receive an automatic acknowledgement of your application – if you do not receive this, please contact David Currie on 0141 212 7555.

We have provided below a note of the critical dates within this recruitment campaign which will help you plan your diary.

Longlist interviews

Thursday 13th March 2025

Final interviews

Thursday 20th March 2025

It is anticipated that interviews will take place in-person at a central Glasgow location. We may be able to offer some degree of flexibility around these dates if you are unavailable to attend.

www.jobs.aspenpeople.co.uk/job/ceo-730.aspx



Tenants Information Service

Registered Office - Clockwise, 77 Renfrew Street, Glasgow, G2 3BZ

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