**Role Profile**

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| **Job Title:** Group Head of Business Services |
| **Department:** Business Services |
| **Reports to:** GroupDirector of Finance and Business Services |
| **Grade:** 9 |
| **Staff responsibility:** Business Improvement Manager, Business Services Manager, Business Improvement Project Manager |

**Organisational Structure**

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| Group CEO |

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| Group Director of Finance and Business Services |

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| Group Head of Business Services |

**Job Purpose**

The Group Head of Business Services is responsible for the provision of effective leadership which supports the Group in achieving improved performance and organisation excellence, working within the strategies, policies and frameworks agreed by the Group Board and its subsidiary Boards, and any future subsidiaries (“the Group”).

**The Cairn Group currently consists of: -**

* Cairn Housing Association
* ANCHO Limited
* Cairn Homes & Services Limited

**In particular, the Head of Business Services will ensure that:**

* Effective processes are in place to deliver Strategic Business Planning, Strategic Risk Management and Strategic Performance Reporting across the Group
* Group and Subsidiary Boards are supported and provided with appropriate and timely advice and information
* Leadership is given to the Business Services function to work collaboratively and effectively to deliver high quality services to customers and colleagues across the Group
* They personally reinforce and promote the Group’s Values and focus the business to achieve the Group’s Vision of Great Homes, Great Services, Great People
* Strong leadership is provided to all staff with a focus on high performance, motivation and clarity about their role in delivering services and achieving Group’s ambitions

**Key Accountabilities**

* To provide support and advice to Group SMT and Subsidiary Boards
* To be an active and collaborative member of SMT ensuring business resilience, service excellence and organisational growth and supporting the delivery of the Groups business plan.
* Ensure that effective performance management systems are in place to deliver and manage Strategic Business Planning, Strategic Risk Management and Strategic Performance Reporting across the Group
* Effectively lead the Business Services function to support the delivery of agreed business objectives of the Group and focus on service excellence and improvement
* To ensure delivery of high quality, customer focussed services to tenants and other service users benchmarking and striving for high levels of performance and continuous improvement
* Provide effective business support for colleagues across the Group, working in partnership to understand their needs and deliver support and solutions that help to deliver on shared business objectives
* Provide high quality customer experience through leadership of the Group Contact Centre function and associated technology
* Lead on the delivery of Digitalisation across the Group, ensuring that innovative technologies are adopted, developed, deployed and utilised to increase choice, flexibility and efficiency
* Ensure that effective structures are in place to deliver Quality Management and Performance Improvement, including delivery of:
* Business Improvement Strategy
* Performance Reporting and Business Intelligence
* Process mapping, review and improvement
* To develop the Group’s processes and systems across all services and activities to support a high performing, customer-centred, outcome-focussed organisation
* Lead on a programme of Continuous Improvement across the Group, including self-assessment against the EFQM framework and the delivery and maintenance of Recognised for Excellence status across the Group
* Ensure the delivery of high quality ICT services for the Group, including:
	+ Helpdesk support services
	+ Cloud computing services
	+ Network and Connectivity Management
	+ Fixed, Cloud and Mobile Telephony
	+ Software Management and Development
	+ Hardware Management
* Ensure delivery of a high-quality Customer Involvement service across the Group
* Ensure delivery of high quality Corporate Marketing and Communications services across the Group
* Deal with media/press enquiries on behalf of the Group
* Lead on Programme and Project Management across the Group, ensuring delivery of the key project outputs and outcomes and support colleagues in design and delivery of programmes and projects
* Support Executive Team and Board in the delivery of Growth and Partnerships
* Lead on the delivery of integration plans for new Group partners
* Ensure delivery of annual statistical returns to the Scottish Housing Regulator for all parts of the Group
* Lead on Data Protection and GDPR arrangements across the Group
* Responsible for Budget Management across all Group Business Services functions
* Ensure effective procurement of goods and services, related to Business Services, on behalf of the Group
* Ensure effective Contract and Supplier Management is in place for Business Services contracts and suppliers
* Positively represent the Group externally through forums and at events and conferences
* To undertake any other duties that may reasonably be required by the Group to ensure the effective management of the Group
* To establish and build partnerships and positive external relationships to
* To work in partnership with colleagues to support delivery of the Group strategies, objectives and action plans as appropriate
* To ensure Policies and Procedures are appropriate and adhered to and to ensure delivery of services in a consistent and cost-effective manner.

**Person Specification**

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| **Education** |
| * Educated to degree level/other relevant qualification and/or five years relevant experience
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| **Experience** |
| * Ability to lead a service and be an active and enthusiastic participant within the Senior Management Team
* Comprehensive understanding of performance management frameworks
* Good interpersonal skills to build and maintain working relationships
* Experience of producing and managing strategy
* Experience and understanding of continuous improvement concepts and practices
* Experience and understanding of the EFQM framework
* Project Management Skills and Experience of delivering complex projects
* Extensive ICT skills with the ability to understand ICT systems, their use within the organisation and how difference systems integrate with one another
* Ability to interpret and analyse all types of data
* Able to consider the bigger picture
* Shows a strong understanding of where the role fits into the Group and its wider business plans
* Budget management
* Committed to continuous Personal Development and willing to undertake training as required
* Respectful of others and shows commitment to equal opportunities
* Experience of business process re-engineering frameworks
* Presentation skills
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| **Skills and Abilities** |
| **Essential** * Educated to degree level/other relevant qualification and/or five years relevant experience
* Experience of producing and managing strategy
* Ability to lead a service and be an active and enthusiastic participant within the Senior Management Team
* Ability to lead, manage and motivate staff
* A positive and creative problem-solving attitude
* Able to analyse complex information and make informed judgements
* Strong interpersonal skills to build and maintain working relationships and work as part of a team
* Able to accept responsibility and work on own initiative
* Excellent communication skills and presentation skills
* Experience of partnership relationships

**Desirable Personal Abilities*** Excellent Influencing and negotiation skills
* Confident and enthusiastic, flexible and adaptable
* Customer and outcome focussed
* Excellent organisational skills
* Ability to manage multiple priorities
* Excellent performance management skills
* Ability to work under pressure and co-ordinate a varied and complex workload
* Strong interpersonal skills to build and maintain working relationships and work as part of a team
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| **Personal Qualities** |
| * Adaptability (maintains effectiveness in varying work environments where circumstances and priorities are changing)
* Ambition (is driven to do well, be effective, achieve and succeed)
* Analytical Reasoning (analyses, interprets and evaluates complex information arriving at logical deductions and conclusions)
* Appraisal (evaluates subordinates’ performance accurately and fairly, providing effective feedback on a regular basis)
* Decisiveness (exhibits a readiness to make decisions, render judgements, take action or commit oneself)
* Delegating (appropriately designates responsibility and refers problems or activities to others for effective action)
* Flexibility (is able to modify approach in order to achieve a goal)
* Influencing (uses appropriate interpersonal styles, methods of communication, data and arguments to gain agreement or acceptance of an idea, plan or activity)
* Initiative/Creativity (is proactive, self-staring, seizes opportunities and originates action to achieve goals)
* Innovation (is change-oriented and able to generate and/or recognize creative solutions in varying work-related situations)
* Listening (draws out opinions and information from others in fact-to-face interaction)
* Communication (to be able in both written and oral communication)
* Performance Orientation (is concerned to optimize the effective and efficient management of available resources)
* Prioritising (accurately assesses the relative importance of objectives, activities and events in relation to organisational goals)
* Teamwork (co-operates with others and is able, where appropriate, to complement the roles of others by taking on the role of leader, peer or subordinate)
* Vision (is able to view events and possibilities from multiple perspectives, develop future-oriented scenarios, ‘helicopter’ above the current situation, and see the ‘bigger picture’)
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**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance