**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Regional Lead

**Location:** Scotland (office base is Inverness)

**Team/Directorate:** Customer Services

**Responsible To:** Service Director, Customer Services

**Responsible For:** Customer Services, Income, Tenancy, Operational Managers, and through them, all staff within the region.

# 2. JOB PURPOSE

This role is the senior operational management resource in the Group’s North region.

The Regional Lead (North) supports the Service Director, Customer Services with the creation of and delivery of Tenancy Sustainment, Income Management and Customer Service Excellence strategies which support the overall strategic aims and objectives, working within the policies and frameworks agreed by the Group Board and its subsidiary Boards, and any future subsidiaries.The post will lead and facilitate collaboration between teams (including those not directly under line management), and lead on external liaison and partnership working as directed by the Director.

Regional Lead (North) Leads on the effective management and development of the Association’s Retirement/Sheltered Housing portfolio in the north region, and any contract management of these services. They ensure housing support standards, local authority contract compliance and work with the Service Director Business Services on the timely preparation and production of all statutory returns to the Scottish Housing Regulator, Care Inspectorate or the Scottish Government, including the APSR and the Annual Report to the Charter

Provides active and visible operational leadership and management to ensure regional staff teams including Tenancy, Income, Court, Estates and Care & Repair service deliver high quality services and performance, to customers in your region.

The Regional Lead (North) works in partnership and collaboration with the Regional Lead (South) to ensure effective delivery of the Group’s Income Management, Tenancy Sustainment, Customer Strategies and all related policies and procedures.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Support the Service Director, Customer Services with the creation and delivery of Tenancy, Income and Customer Excellence strategies in accordance with Association’s strategy, vision, and values.
* To drive regional delivery of service standards and performance and to identify operational projects and service improvements to ensure high-quality services and performance of the functions under your management.
* Manage the implementation and delivery of both strategic and operational projects which support organisational success and objectives.

* Provide leadership and direction to the operational teams on tenancy, income, estate management, housing need and lettings, retirement/sheltered courts within Cairn, to ensure that all services are effective, within legislation and policy requirements, and within agreed SLA’s.

* Lead, develop, coach, and motivate direct reports to provide an excellent service suited to current and future organisational needs, as well as their own professional development.
* Advise and support the Service Directors to provide relevant information for the Executive Team and Boards as required.

* Attend Board, committees, working groups and Executive Team meetings as and when requested to support the Service Director, Customer Service.
* Manage relevant budgets working collaboratively and flexibly with colleagues and stakeholders to achieve best value for money whilst meeting business needs.
* Develop strong and trusting relationships to support service and business partnerships with all internal and external stakeholders and local tenants groups, to ensure delivery of the Group’s Tenant Engagement strategy in your region and maximise satisfaction, and reduce customer effort, and ensure local teams actively engage and support this.
* Work proactively with a range of external partners in the region on local projects and initiatives, joint working and networking create opportunities to help deliver the Group’s objectives.
* Support and initiate local customer engagement activity across the Region, as informed by the Group’s Customer Involvement Strategy to improve quality and performance of services and community development
* Display role model behaviours to promote and demonstrate the Group Values and focus the business to achieve the Group’s vision and business plan
* Review, update, and deliver policies in line with legislation and best practice
* Manage formal processes across the Group by conducting investigations or hearing disciplinary and appeals, where required, to ensure an impartial, prompt and confidential approach is taken and fair outcomes are delivered, in line with employment legislation, best practice, and HR policies and procedures.

**Pentland.** Subject to Business Case, positive tenant ballot in Autumn 2021 and related board and regulatory approvals, Pentland HA will transfer to Cairn HA in April 2022. The postholder will play an active leadership role in ensuring the integration of the Pentland services team into Cairn’s North team.

**3.2 Key Performance Indicators**

Ensure compliance with all Regulatory matters and contractual requirements relating to customer services, including the Scottish Social Housing Charter

Leading the regional team to achieve all agreed Key Performance Indicators and targets agreed each year with the Service Director and Group Chief Executive and the Boards of Ancho, Cairn and CHS/Cairn Living.

# 3.3 Key Contacts – Internal & External

Boards

Solicitors

External Partners, forums, other HA’s

All staff – Inc. Managers and Executive Team

Local Authority strategic housing departments

Local Authority Health and Social Care Partnerships

DWP

Local Authority Housing Benefit Departments

Police Scotland

Auditors

# 3.4 Health & Safety

* Take personal responsibility for awareness of and positive management of the Group’s Health & Safety Strategy, Policies and procedures, within customer services, and with senior colleagues across the Group, including fire regulations, and implement all requirements as appropriate.
* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**Regional Lead (North)**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | * Educated to degree level or equivalent or extensive experience in a similar role. * Member of CIH or equivalent professional body | * Post Graduate Diploma in Housing Studies |
| Experience | * Relevant commercial, public/social or voluntary sector experience * Experience of performance management and reporting * Proven experience of effectively managing stakeholder relationships, with the ability to influence and persuade through personal credibility, integrity and professionalism. * Extensive experience of managing, engaging and motivating staff team to achieve objectives * Experience of conducting HR processes including investigations and hearing disciplinaries and appeals * Experience of delivering projects on time and within budget * Experience of managing budgets * Experience of providing support and advice to management teams, Boards and Committees and high level of understanding of good governance practice. * Experience of risk management and business planning * Workings within the parameters of a contract and ensuring compliance with the scope of works and terms and conditions outlined. | * Experience of the complexities involved with working a Group |
| Knowledge | * Extensive knowledge of the principles of customer care * Knowledge of contributing towards strategic planning, risk management * Knowledge of Project Management frameworks * Knowledge of People Management frameworks | * Knowledge or awareness of the complexity of a management role within a Group Structure |
| Skills | * Demonstrable ability to support and advise senior management on range of strategic, regulatory and service matters * Ability to work in a collaborative manner ensure effective operational planning and project delivery. * Creative problem solver * Able to analyse complex information and make informed financial judgements * Ability to meet demanding personal and team deadlines * Ability to manage multiple priorities and Group priorities * Excellent performance management skills * Experience of building and sustaining partnership relationships * Customer centred approach, flexible, confident and assertive manner * Excellent negotiation, communication and influencing skills * Ability to manage and motivate staff team to achieve objectives * Proven leadership skills * Experience of public speaking and presentation skill * IT Literate * Ability to represent the organisation positively at local and regional level at events, conferences and to ministers at Scottish Government * Project Management * Budget Management * People Management |  |
| Personal attributes | 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)  Decisiveness (exhibits a readiness to make decisions, render judgements, take action or commit oneself)  Delegating (appropriately delegates 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). Emotional intelligence.  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’)  Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)  Developing others (develops direct reports’ competencies by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)  Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes). Emotional intelligence.  Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities |  |
| Additional requirements | Remote and home working is a requirement  Full Driving Licence and access to a vehicle  Travel to all locations within directorate |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**