



HANOVER HOUSING ASSOCIATION JOB DESCRIPTION

JOB TITLE:	Assistant Director, Retirement Housing Operations (5 regions)
REPORTS TO:	Retirement Housing Director
RESPONSIBLE FOR:	Regional Retirement Housing Management Team
LOCATION:	Staines, Chippenham, Hackney, St Neots, Shipley
JOB SUMMARY:	Leadership of a defined region, improving cultural and business performance to meet the demands of local markets and Hanover's overarching strategy.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Leadership of people

- Drive a change in culture and skills to facilitate devolution of service and business performance accountability
- Inspire, motivate, coach, develop, support and build competent regional teams that effectively deliver KPIs and quality services
- Establish challenging and robust targets and monitoring arrangements to properly manage performance in a dispersed workforce
- Inspire and recognise individual and team successes
- Identify and manage poor performance to achieve improvement or removal
- Embed Hanover's values, promote our vision, facilitate strategic change

2. Business performance

- Ownership and accountability for the Region's activities, financial performance and services to residents
- Leading regional asset investment plans, managing Estate option appraisals and delivering agreed investment or dis-investment decisions
- Accountable for marketing and sales performance in the region and for bringing in new homeownership management contracts as part of an agreed growth plan
- Develop and manage productive relationships with Technical Property Team to ensure there is an agreed Planned Works Programme in the region (aligned with asset investment plans) and monitor its effective delivery
- Effective reporting and management of activities to improve business performance

- Maintain compliance with the law and regulations, with evidence of such – ensuring policies and procedures are proportionate and provide demonstrable benefits to staff and residents

3. Service Development

- Map and ensure the resident journey is of a high standard and we achieve high satisfaction levels with sales, lettings, service charge budgeting and maintenance
- Ensuring proper processes and skills are in place to effectively manage mixed tenures
- Providing change and project management capacity in the region. Project managing national organisation wide initiatives as agreed
- Identify success, share learning and celebrate good practice to ensure a consistently high level of service is maintained nationally
- Managing key strategic relationships (e.g. with Local Authorities) to negotiate revenue support contracts and managing arrangements to deliver lettings or property sales in accordance with nomination agreements

4. New Retirement Housing Development

- Act as a proactive client informing new Retirement Housing developments, owning the vision and ensuring delivery of attractive offers to the market
- Facilitating the development process with local stakeholders, staff and residents
- Marketing new developments with sales and lettings accountability
- Commissioning new developments

5. Adopting an internally resourced 'business franchise' model of delivery

- Determining the framework required to effectively create geographical patch based 'franchises'
- Move from budget management to full I&E / balance sheet responsibility for patches and region
- Ensuring Hanover's strategy and values remain at the core whilst providing the framework in which Housing Managers can adapt to make sound business judgements locally
- Identifying and putting in place the skills / resources to manage devolution of performance and service delivery into business led patches
- Manage a phased transition which mitigates against any adverse performance or cultural consequences
- Build relationships with key corporate managers and ensure processes are linked together to provide a seamless service / offer to residents

6. Other Duties

- Prepare and present reports as required
- Attend relevant meetings and have a visible national presence
- Be an ambassador for Hanover's values
- A full Driving Licence is essential
- National travel expected occasionally, including overnight stay

JOB TITLE :- Assistant Director, Retirement Housing *5		
PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
<p><u>Job Knowledge & Skills</u></p> <ul style="list-style-type: none"> • Excellent communication skills, both written and verbal • Highly developed customer first, networking and ambassadorial skills • Numerate, able to apply statistical concepts and to understand and analyse financial information • Ability to identify customer needs and derive appropriate solutions • Track record of developing performance in a service delivery environment • Strong leadership and influencing skills at a senior level • Ability to handle competing priorities and a challenging workload in a complex environment • Ability to provide professional advice confidently and tactfully 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience at a senior level in managing housing operations • Proven success in leading large multi functional teams through major change to deliver excellent and viable services • Demonstrable experience of leading the delivery of customer focused services that meet organisational priorities • Entrepreneurial spirit, solutions focussed mind set 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

<ul style="list-style-type: none"> • Experience of identifying, developing and managing productive stakeholder relationships • Experience of leasehold, rented and property sales • Demonstrable commitment to equality and diversity in service delivery and employment • Demonstrable experience of commitment to self and staff development 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
<p><u>Education</u></p> <ul style="list-style-type: none"> • Graduate or equivalent by experience and evidence of continuing professional development • Post graduate qualification in management, housing or property related discipline 	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>