

Shelter

Job Description

Job Title:	Director, Shelter Scotland
Location:	Edinburgh, with frequent travel to London and other locations in Scotland
Accountable to:	Chief Executive
Leave:	30 days holiday per annum plus bank holidays (currently 8 per year).
Salary:	Circa £90,000

About Shelter

Shelter helps over a million people a year struggling with bad housing or homelessness – and we campaign to prevent it in the first place.

We're here so no-one has to fight bad housing or homelessness on their own.

Our expert advice and services are available through our website, helpline and face-to-face centres throughout England and Scotland. This, in turn, informs our campaigning for new laws, policies, and solutions. Tackling the root causes of bad housing means people can find and keep a home in a place where they can thrive.

Background

Shelter was established in 1966 and Shelter Scotland followed in 1968. It was one of the first charities to combine helping homeless people with a public campaign for change in the housing system. Shelter firmly believes that the strength of the organisation comes from this dual role.

Shelter Scotland consists of a Communications and Advocacy team, Business Support team and the Services Department. There are approximately 124 staff in Shelter Scotland.

The Services Department comprises:

- Community Hubs – working with local partners and agencies to help more people get the help they need
- Specialist advice on housing, money and debt, welfare benefits and fuel efficiency
- Support services – supporting families and individuals on longer term help, providing a tailored support service
- Legal services – provide legal assistance and representation through a team of solicitors

The Director of Shelter Scotland is a part of the Executive Leadership Team of Shelter, with a cross-organisational leadership role alongside the five other directors and the CEO. Working with the Directorate Leadership Team in Scotland you will lead Shelter Scotland and ensure the key areas of strategy are delivered.

Main Objectives

To work closely with other members of the Executive Leadership Team (ELT) to ensure that Shelter's strategy is achieved. With ELT colleagues, to model the behaviours needed to achieve Shelter's strategy and encourage others to do the same.

To ensure that Shelter's strategy is implemented in Scotland in a way which takes account of the national legislative, policy and societal context.

To provide leadership and act as a key national spokesperson for Shelter Scotland, in the media, with government ministers, senior civil servants, funders and other external agencies.

Key Responsibilities

Strategic Management & Leadership

- To work as part of the Executive Leadership team to manage the organisation, provide strategic direction and lead change
- To provide effective leadership for Shelter Scotland and support and motivate its leadership team to achieve agreed objectives
- To ensure clear, effective and supportive management of staff across Shelter Scotland, creating a culture where staff are able to perform to a high standard and empowered to take decisions appropriate to their roles
- To oversee the strategic development of effective, high quality, innovative services that make a real difference to our clients.
- To oversee the strategic development of campaigns and advocacy in Shelter Scotland that achieves change that will ultimately benefit our clients
- To work collaboratively with all departments in Shelter to ensure our strategy is achieved and our people feel proud and happy to work for Shelter
- To develop a wide range of key performance indicators (KPI) for Shelter Scotland and ensure outcomes are delivered.
- To maintain effective relationships with the Board of Trustees and with the Shelter Scotland Committee.

Campaign and media work

- To represent Shelter in the media and with a wide range of key external stakeholders such as government ministers and senior civil servants
- To inform and influence homelessness and housing policies in Scotland to the benefit of Shelter's clients
- To work effectively with a wide network of partners, stakeholders and key influencers
- To develop opportunities for collaborative working with other organisations and professional bodies.
- To protect and promote Shelter's reputation and profile in Scotland

Fundraising and financial

- To work with Shelter's Income Generation department to maintain and develop income sources, including meeting and influencing key funders and potential funders
- To act as an advocate within high level networks and proactively identify fundraising opportunities in Scotland
- To work closely with Shelter's Finance and Resources directorate and the CEO to ensure effective overall financial control of Shelter Scotland, value for money and effective business

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planning

- To understand and act upon income trends and promote the long-term financial sustainability of Shelter Scotland and of Shelter as a whole

Diversity

- All staff should adhere to Shelter's Equality Policy and will be expected to play a key role in its successful implementation

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document. This job description does not form part of the contract of employment.

All other Divisional Directors are based in London and this post will require regular travel to London to attend management meetings.

Behaviour Profile:

Works Proactively

Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seizes opportunities.

Leads Change & Improves Performance

Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from mistakes, celebrating successes and constantly developing people and processes.

Demonstrates Creativity & Innovation

Applies creative thinking; challenges the status quo and introduces new ideas, methods and processes

Client & Customer Focused

Focuses on and understand the needs of internal and external customers, clients and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read clients, stakeholders and audiences)

Influences Others & Communicates Effectively

Listens closely and communicates clearly both verbally and in writing; positively influences others and where appropriate persuades them to change their views, intentions or actions.

Results Driven & Commercially Aware

Committed to achieving results, takes personal accountability for work and understands and applies commercial and financial principles

Applies & Shares Expert Knowledge

Demonstrates the specialist knowledge and technical requirements of the job; applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.

Works Collaboratively with Others

Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector

Values & Respects Others

Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.