**Director of Development and Business Improvement Recruitment Pack**

**Welcome to ARK Housing Association**

**We support people to live good lives, at home and in their community. ARK provides care, support and housing for adults with complex and enduring needs and their families, as well as general needs housing.**

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**Advertisement**

**Director of Development and Business Improvement**

**Based in Edinburgh – travel required throughout Scotland**

**Salary - £67,199 + £4,045 car allowance**

**ARK is a major provider of Care and Support to people with long term and enduring conditions such as learning disability, mental health issues, dementia and autism. As a housing association we are one of the smaller providers. Our aim is to ensure that those who use our services get the very best out of ARK to enable them to live a good life and to provide the best quality of housing to our tenants, some of whom we provide support to.**

As a member of the Executive Team (ET), reporting directly to the CEO, your role will be accountable for the delivery of ARK’s Business Development and Improvement plan which focuses upon of integrated strategic business development and improvement objectives. You will have a lead role to play in aiding ARK to achieve its vision of “inclusive communities where quality of housing and care enable people to thrive and live a good life” by creating a business development plan and business improvement plan that will deliver high quality housing and care solutions that are financially sustainable into the future.

This is one of two new roles at Executive team level following a major piece of work where ARK have reviewed and developed the Business Plan for the next 5 years and beyond. This is an exciting time to join the team where you will have the opportunity to review and determine what resources you require to deliver your plans and work within an already well established Executive team.

The aim of the revised business plans is to:

* Have a reputation for excellence and be recognised as a high quality provider of housing and care;
* Be known as an excellent employer where employees will enjoy rewarding careers;
* Build our technological and digital capability to support a successful business;
* Have in place Leadership to create a culture of excellence throughout the business.

Your role will be critical in delivery of these aims and will lead the development of ARK’s Business Development and Improvement Strategy, which will focus upon the development of new build properties, improving quality in existing housing stock, redesign of existing stock for supported tenants, delivery of integrated business development priorities relating to housing and care, developing thinking on energy efficiency and ARK’s carbon omissions, creating an evaluation framework for diversification into other business areas and developing strategic partnerships to further the aims of ARK’s Business Plan.

We are looking for dynamic and passionate individuals that have significant prior experience operating at a senior management level in Housing and/or Care related role with excellent knowledge of the regulatory environment in which ARK operates. If you have extensive experience in designing and delivering housing and care interventions that improves the lives of tenants and service users, then we would like to hear from you.

If you believe you meet these requirements and are interested in applying for this exciting opportunity with a long standing, successful organisation, please send your application to [recruitment@arkha.org.uk](mailto:recruitment@arkha.org.uk) by Monday 27th April 2020.

**Please note, we are aiming to hold interviews around Mid May 2020, subject to change.**

**Vision, Mission & Values**

ARK Housing Association is a not-for-profit organisation. We have a clear vision and mission that drive everything we do, and our values are rooted in civil and human rights.

Founded in 1977 by a group of Edinburgh parishioners to help a member of their congregation, we now manage over 400 properties across 13 Scottish Local Authorities, and employ over 1000 staff.

"We support people to live good lives, at home and in their community."

Some people require assistance to lead the life of their choice. For over forty years we have provided community-based care, support and housing for people with learning difficulties and others with complex and enduring needs. We also provide general needs housing.

We believe everyone should have the opportunity to lead a happy, healthy and safe life.

**Our Vision**

“To provide the best regarded care housing and support services in Scotland for families, children and adults of all ages who require support to have a good life. We will build life-long and life-enhancing relationships and promote the right of people to have a life free from poverty and discrimination.”

**Our Mission**

“ARK will play a significant part in improving Scottish society and living environments. We will change lives for the better and will encourage communities to be available and welcoming to people who require support in life.”

**Our Values**

At ARK, we believe in:

* The worth of each person;
* Trusting relationships;
* Understanding difference;
* Challenging oppression;
* Personal and organisational accountability;
* Caring for the environment;
* Enjoyment.



**Job Outline**

**Director of Development and Business Improvement**

**Key responsibilities of the role:**

* Effective leadership of the organisation and maintaining focus on its vision, mission and values;
* Ensuring that ARK has in place a Business Plan that is informed through robust internal and external analysis of stakeholder, political, legislative, regulatory and practice developments;
* Working in partnership with the Director of Operations ensure ARK has in place business improvement plans that focus upon developing current business and improving the quality of ARK’s housing and care provision;
* Accountable for the regular review and analysis of strategic risks to the organisation;
* Work closely with the Chair of the Board and provide accurate detailed reports on delivery of the business development plan and performance of Property Maintenance;
* Supporting and advising the Board of Management, Housing Sub-Committee, Finance Sub-Committee and Audit Sub-Committee and relevant scrutiny groups;
* As a member of the Executive Team, accountable for the financial sustainability of ARK Group;
* Ensure compliance with the relevant external regulatory and contractual responsibilities and ensure action is taken to address areas of concern;
* Lead on developing a Care and Support portfolio analysis framework and support the creation of local development plans to build on existing profitable services;
* Create strategic partnerships with Housing developers across Scotland to further the demand for accessible housing for people with disabilities and to assist with the reshaping of the Care and Support business;
* Lead on developing a property portfolio analysis framework that will bring creativity and innovation in the redevelopment of ARK’s existing property portfolio;
* Lead on developing an assessment framework to measure ARK’s capabilities for business diversification;
* Lead on creating innovative opportunities for Housing & Service developments;
* Lead role in developing ARK Group’s subsidiary companies to enhance their contribution to ARK’s Business Plan;
* In partnership with the Director of Finance, responsible for development of the Asset Management Strategy and the creation of robust plans to redesign ARK’s property portfolio in line with the Business Plan;
* Leading on all aspects of property management, including governance and leadership, development of new property, redevelopment of existing property, maintenance via a 30-year plan and repair performance standards and compliance with property stock condition standards;
* Ensure a collaborative working relationship between housing services and maintenance teams to provide a smooth service to tenants;
* Maintaining high levels of performance in housing maintenance, meet current and future EESSH targets and deliver quality affordable homes;
* Lead on developing ARK’s position relating energy efficiency and achievement of targets for reducing organisational carbon omissions;

**Job Outline**

* Lead on establishing an ARK minimum standard for quality of housing based upon latest regulatory requirements;
* Leading on due diligence on mergers and acquisitions, ensuring that any partnership arrangements are underpinned by clear and well documented due diligence plans, reports and internal controls;
* Creating strategic partnerships with National Governing Organisations and developing ARK positions on housing related issues;
* Developing policy positions on issues such as Homelessness and leading the thinking on ARK responses to this issue;
* Ensuring ARK’s supported tenants housing requirements are a high priority and meet the Equality Duty;
* Responsible for the health, safety and welfare of ARK employees, service users, visitors, contractors and other third parties ensuring statutory obligations under the Health & Safety at Work Act 1974 are followed.

**Interpersonal Skills**

* Be a role model for ARK staff and the embodiment of ARK’s vision, mission and values;
* Ensuring a highly functioning organisation through the use of well developed competencies in building and sustaining effective individual and team relationships with employees and the Board of Management;
* Influence, negotiate and consult with ARK staff to ensure the delivery of ARK’s Business Plan;
* Respond to complex employee relations issues using well developed mediation skills to reach positive outcomes;
* Provide clear, impartial professional advice and objective financial analysis and interpretation of complex situations;
* Work closely with the Chair of the Management Board and CEO to ensure a seamless transition when deputising for the CEO;
* Proactively develop and maintain productive relationships with external peers and stakeholders;
* Develop key national and local relatonships in the pursuance of ARK’s Strategic and Business objectives.

**Leading and Developing People**

* Ensuring that all staff in ARK are supported and motivated to use their skills and initiative to achieve their potential;
* Line manage and mentor the leadership team on strategic and functional responsibilities;
* Create, communicate and implement a vision for an integrated Housing Services and Care and Support operations within ARK;
* Develop people management and development strategies and implement policy frameworks in line with the strategies;
* Take a lead influencing role in developing organisational culture; that is customer driven, open, trusting, transparent and inclusive;
* Ensure the management of poor performance, grievance and disciplinary issues in a sensitive and professional manner and in accordance with appropriate policies and frameworks.

**Job Outline**

**Resources**

* Accountable for income generation, including new funding sources and the appropriate allocation of resources to support the aims of ARK’s Business Plan;
* Provide accurate and timely plans, forecasts and budgets. Integral, is the ability to analyse, interpret and report accurate and timely monthly Property Maintenance data;
* Reporting financial investment in property development and property maintenance performance in a timely and accurate fashion to the the relevant Sub Committees and the Board of Management;
* Be accountable for the Property Maintenance teams performance.

**Expertise**

* Demonstrate Leadership qualities that will ensure you can lead your functions to deliver the Business Plan;
* Demonstrate experience of developing and delivering successful organisational business development plans;
* Highly competent and capable in communicating strategic and operational plans and in the use of decision-making and organisational planning tools;
* Apply breadth of experience from working with different organisations across the public and private sectors to develop business focus across ARK;
* Continually develop skills, knowledge and expertise in a structured and monitored way;
* Highly skilled in both written and verbal communications and able to demonstrate well established influencing skills that delivers results for the organisation;
* Understand the complexities surrounding the construction of housing and social care budgets and apply sound practice to ensure equity across the business.

**Person Specification**

**Qualifications**

* A relevant professional qualification at SCQF level 11 or equivalent knowledge acquired by other means;
* Accredited learning/qualification in business development or related discipline;
* Housing, Health or Social Care qualification relative to role.

Where qualifications are not held, ARK will support you to attain these.

**Experience**

* Significant prior experience operating at a senior management role;
* Significant prior experience operating in a Housing and or Care related role;
* Demonstrable track record in leading organisational change programmes;
* Demonstrable track record in business development relating to housing and or care;
* Demonstrable track record of creating strategic partnerships to successfully complete housing and care developments;
* Ability to transfer core skills to new situations and track record of delivery for key customers;
* Provision of support, advice and guidance to Boards and Chief Executive;
* Demonstrable track record operating at Board and Executive Team level;
* Demonstrable track record in creating business development opportunties;
* Working in a commercial setting or experience of developing a commercial focus in a public sector organisation;
* Dealing with complex Employee Relations issues;
* Designing and delivering housing and care interventions that improves the lives of our customers and provides an evidence base of the positive impact on people’s lives;
* A fundamental understanding of the impact of organisational culture on engagement and performance and significant experience in influencing cultural change.

**Knowledge/Skills**

High level knowledge in:

* Regulatory frameworks in which ARK operates;
* Professional body standards ;
* Governance issues;
* Strategic management;
* Risk management;
* Project management;
* Communications and engagement ;
* Change management theory, tools and techniques;
* Sound knowledge of best practice in management, leadership and planning approaches;
* Voluntary sector;
* Housing Sector;
* Contracting environment;
* Policy context and partnership agenda.

**Person Specification**

**Leadership Team Competencies**

This role will be assessed in conjunction with the following competence areas.

* Excellent Service Delivery;
* Conflict Management;
* Communication;
* Leadership;
* Managing Change;
* Interpersonal Understanding;
* Continuous Learning;
* Professional Boundaries.

**Expertise**

* Demonstrate experience of developing and delivering successful organisational business strategies;
* Highly competent and capable in communicating strategic and operational plans and in the use of decision-making and organisational planning tools;
* Able to provide expert knowledge and input in all aspects of maintenance to determine the strategic direction of the organisation to ensure strategic objectives are delivered;
* Apply breadth of experience from working with different organisations across the public and private sectors to develop business focus across ARK;
* Continually develop skills, knowledge and expertise in a structured and monitored way.

**Organisational Chart**

**Chief Executive Officer**

**Director of Finance**

**Director of Development and Business Improvement (New post)**

**Director of Operations**

**(New post)**

**Director of People & Organisational Development**

**Conditions & Remunerations**

**Salary and Benefits:**

Salary Package

**Salary - £67,199 + £4,045 car allowance**

Holiday

Up to 36 days paid holiday per year pro rata

Pension

4.4% employer pension contribution

Benefits

A range of working hours designed to offer you a good work-life balance

Confidential employee counselling service, available 24/7

Membership to Capital Credit Union available

**How to apply**

To apply, please download the application pack on the right. You can also email us at recruitment@arkha.org.uk or call us on 0131 447 9027 to request a paper copy or for further information.

Please ensure you quote the reference for the post you are applying for on your application form.

**Timescales**

Closing date

**27th April 2020**