

**ALBYN HOUSING SOCIETY LIMITED
JOB DESCRIPTION**

1. IDENTIFYING FACTS

Title of Job:	Head Of Highland Residential (Inverness) Ltd
Location:	Invergordon/Inverness/Hybrid
Number of Jobholders:	One
Title of Line Manager:	Executive Director of Group Services

2. JOB PURPOSE

The purpose of the Head of Highland Residential is to strategically develop, improve & manage the organisation's service delivery across lettings, factoring and sales with a focus on continuous improvement. To be ready as Head of Service to seek and uptake business opportunities that contribute to the strategic objectives of the Albyn Group, providing benefit to the company and its users, contributing to the charitable and social aims and objectives of the Group. To identify, research and implement trading activities that meet group strategy but do not fall within the objects of the Society.

3. MAJOR TASKS

- 3.1 Provide strategic leadership and management for the staff team, ensuring that a high quality and effective service is delivered.
- 3.2 Ensure complaint and delivery the services of Highland Residential. Develop and manage the company operational staff structure in accordance with approved business plans and development needs. Develop, supervise, and motivate the staff in accordance with business objectives.
- 3.3 Actively participate as a member of Albyn's Operational Management Team and as required the Albyn Leadership team to provide effective and motivational leadership; being a positive promoter to drive continual improvement across the Albyn group, focusing on initiatives that provide greater alignment, harmonisation and opportunity for effective and efficient delivery of business.
- 3.4 Produce for review by the Group Chief Executive the annual business plan and Annual Performance Report in accordance with the group strategic objectives and approved Board Strategy.
- 3.5 Implement and review the corporate strategies and policies required within Highland Residential and in compliance with relevant legislation.
- 3.6 Produce and maintain legal documents in accordance with approved business practices and in compliance with relevant legislation. Including tenders, contracts, leases, and service agreements.

- 3.7 Prepare management papers and business reports. Attend, present and contribute at Highland Residential and AHS board meetings as required.
- 3.8 Conduct business development exploration across related sectors; through the understanding of user needs, identify business opportunities across existing and new target user groups, strategic partners and geographic market sectors and prepare and present options appraisals for consideration by the Group Chief Executive and Highland Residential Board.
- 3.9 Manage the business relationship between Albyn and its subsidiary company to ensure correct governance and on-target delivery in line with relevant Service Level and Inter Company Agreement.
- 3.10 To maintain and further embed a customer centered approach to service delivery throughout the organisation, working with colleagues to continuously improve processes, procedures, and performance to deliver exemplary customer service to all internal and external customers and stakeholders.

4. MAIN ACTIVITIES

Business Improvement, Expansion and Growth

- 4.1 Monitor market trends and analyse business information and propose sound initiatives that maintain a leading edge in business growth and support continual business improvement.
- 4.2 Keep abreast of the operational environment to assist with the identification of business opportunities and threats. Proposing appropriate action to guide long-term objectives.
- 4.3 As required, lead or participate in specific improvement or development initiatives within a project management framework.
- 4.4 Represent and promote the interests of the Albyn group at industry/business events and with strategic stakeholders and partners.

Business Management

- 4.5 Management of the subsidiary company preparing business plans. Develop growth strategies and oversee the operational delivery of existing and new commercial services including market research and analysis, budget and target setting, financial forecasting and the development and review of standards through key performance indicators and measures.
- 4.6 Keep abreast of legislative changes that impact the subsidiary and assess effects on the business. Co-ordinate changes to policies and processes as required.
- 4.7 Understand and safeguard the reputation of the Albyn Group & its values.
- 4.8 Participate in and encourage the activities of the Albyn group in external and expert groups in support of the company's charitable, social and commercial aims.

4.9 Ensure effective communications externally and across the Albyn group.

Financial

4.10 Working with the Director of Finance, agree and establish systems for the effective financial management for the subsidiary company and other commercial business activities.

4.11 Prepare and effectively manage Highland Residential Budgets and implement an effective management process for regular financial forecasting and review.

4.12 Provide monthly financial results, forecasts and other relevant information for all subsidiary functions.

4.13 Participate in training as necessary to maintain high quality standards of work.

Staffing, Management and resources

4.14 Lead a multi-discipline team to deliver business activities.

4.15 Ensure that the skills and experience within Highland Residential is consistent with technical and business needs for providing quality and meeting performance measures in present and future business activities.

4.16 Establish clear organisational structures and succession plans for Highland Residential, in line with anticipated growth and aligned with appropriate responsibilities, accountabilities and personal development for all staff employed.

4.17 Provide leadership and support for all staff in keeping with Albyn Group values.

HIGHLAND RESIDENTIAL (INVERNESS) LIMITED – PERSON SPECIFICATION

POST TITLE: Head of Highland Residential

POST REF NO.

SALARY:

Criteria	Essential	Desirable
Skills & Abilities	<ul style="list-style-type: none"> • Ability to demonstrate success in managing budgets with real achievement in • meeting or exceeding targets (E) • Excellent IT skills, including familiarity with Microsoft Office software and • previous experience of working with databases. (E) • Personal qualities, communicating and relating to others. • Excellent interpersonal, communication and presentation skills (E) • Adaptability and Resilience (E) • Effective influencer with proven leadership skills. (E) • Ability to motivate and support. (E) • Dynamic, open, participative and supportive management style. (E) • Ability to lead, inspire and empower. (E) 	
Experience	<ul style="list-style-type: none"> • A proven record of accomplishment of achievement at a senior level. (E) • Experience in successfully managing target driven services and teams within a high-performance culture. (E) • Operational management experience of large-scale customer service contracts or similar, delivered through geographically spread and diverse teams. (D) • Experience in managing, coaching, and leading a team to drive success in a challenging and target driven environment. (D) • Experience in establishing and maintaining productive relationships with partners and stakeholders. (E) • Proven experience of driving continuous operational performance improvement. (E) • Proven experience of meeting operational budgets and analysing trends and acting on adverse variances. (E) 	

Knowledge	<ul style="list-style-type: none"> • Able to demonstrate a thorough understanding of the relevant legislation and regulation for Mid Market Rental and Factoring services delivered in a social housing setting. • Ability and experience of developing and presenting considered and evidence based business plans to Boards. 	
Qualifications	<ul style="list-style-type: none"> • Educated to Degree level or equivalent. • Hold (or ability to achieve) a recognised management qualification in Factoring and Lettings (E) 	
Other Requirements	<ul style="list-style-type: none"> • Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E) • Support and champion the values across the Albyn Group. 	