

Job Description

Title	Director	Responsible to	Management Committee
Salary	EVH Grade 10 (SM 15 – 17)	Responsible for	All staff

Job Purpose

Responsible to the Management Committee for the delivery of the Co-operative’s strategic plans and services, in compliance with relevant regulation and legislation.

Lead the Co-operative in accordance with the values, policies and objectives set by the Management Committee, ensuring the development and implementation of effective strategies to meet the aim of providing excellent housing and services to our members, residents and service users.

1. Strategic Leadership & Direction

- To lead and provide strategic direction to the staff team ensuring clarity of direction and effective communication.
- To drive continuous improvement, lead and inspire change and innovation to respond and adapt to members’ current and future needs and priorities.
- Provide strategic leadership, direction and support to WWHC’s Management Committee, senior staff and the staff team.
- Lead the development of WWHC’s business plan, strategies and policies.
- Develop a culture of customer service excellence, underpinned by a flexible and motivated staff with strong alignment to WWHC’s values.
- Deliver the Asset Management Strategy, ensuring that our stock is maintained to the highest possible standard.
- Manage and mitigate risk.

2. Corporate Governance and Performance Management

- Ensure that WWHC’s governance structures reflect best practice, are efficient, effective, and operate within statutory and regulatory frameworks including the Scottish Housing Regulator, OSCR and the FCA.
- Ensure financial strategies and controls are in place to support and sustain WWHC’s functions.
- Ensure a robust and effective control framework is in place, including policies, procedures, strategies and performance management.
- Deliver high quality reporting, information provision and advice to the Co-operative’s Management Committee and sub-Committees to provide assurance and support effective decision-making.
- Develop and review the business plan on an annual basis and involve and report to the Management Committee accordingly.

- Promoting WWHC's Equality and Diversity and Health & Safety policies and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies. Ensure WWHC's responsibilities are effectively discharged at all times.
- Maintain and review appropriate policies and procedures that impact upon the Management Committee's role as an employer, including salaries, staffing structures and all other conditions of service.

3. Policy

- Monitor and review services to ensure that they are effective and responsive, deliver value for money and are compliant with best practice, regulatory and statutory requirements.
- Policy formulation and implementation, ensuring compliance with all regulatory and legal requirements and that all external submissions are made by required deadlines.
- Ensure policy decisions taken by the Committee are implemented efficiently.

4. Management Committee

- Ensure an appropriate Committee structure is maintained to allow effective governance with appropriate Standing Orders and delegated authorities
- Support Management Committee training and development to maintain and enhance strong strategic governance.

5. Staff Structure

- Ensure an appropriate staff structure and management arrangements are maintained to allow achievement of the Co-operative's objectives.
- Ensure appropriate staffing policies and procedures are in place.
- Promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Co-ordinate the activities of the various staff sections to ensure the efficient operation of the Co-operative
- Ensure the welfare of the staff on a day-today basis.
- Develop operational processes by means of target setting and performance monitoring on which appropriate staff appraisals will be conducted.

6. Financial Management

- Ensure that the Co-operative maintains effective financial control and reporting systems.
- Provide high quality financial information to the Committee, including income and expenditure analysis, cash flow and budgetary forecasting.
- Maintain up to date financial projections to ensure effective planning, risk management and to support effective decision making.

7. Regulatory and Statutory Compliance

- Ensure compliance with all regulatory and statutory responsibilities
- Co-ordinate the provision of all external submission requirements
- Responsibility for performance management systems, Charter reporting, benchmarking and analysis.
- Ongoing review of processes and systems, to ensure that they are as efficient and effective as possible and best meet current needs and service demands.

8. Public/ /Community Relations

- Promote good public relations and be an ambassador for the Co-operative.
- Publicise the aims and achievements of the Co-operative.
- Promote the Co-operative by establishing and enhancing relationships with all strategic partners: local authorities, the Scottish Government, the Housing Regulator and other businesses, statutory and voluntary organisations operating within the sector.
- Develop and maintain key partnerships to assist in meeting the objectives of the Co-operative.
- Promote the Co-operative's Tenant Participation Policy and Communications Strategy.

9. Community Development

- Oversee Community Development activities in line with service level agreements.
- Implement the Co-operative's Community Development Strategy linked to the strategic objectives and values of the Co-operative which clearly link to positive outcomes for our members and local community.

10. Development

- Identify and pursue business development opportunities including relevant funding opportunities where this is consistent with the Co-operative's objectives and values.

11. General Responsibilities

- The position requires the post holder to comply with the remit and delegated authority of WWHC's Standing Orders, Rules, Policies, Procedures and Financial Regulations.
- To undertake such other tasks as reasonably required to meet the varying needs and demands of WWHC.