



# wdh

## Job Description

<b>Job Title:</b>	Chief Executive
<b>Grade:</b>	Executive Level
<b>Reports to:</b>	The Board of WDH
<b>Responsible for:</b>	General responsibility for all employees of WDH Direct line management responsibility for: Executive Director of Resources; Executive Director of Investment; Executive Director of Housing; Executive Director of Technical Services; Director of Organisational Development.

### The Job

Is to:

- be responsible through the Board for delivery of the highest standards of service, and develop and implement strategic priorities and business plans for the company and its trading subsidiaries.

### The Bigger Picture

You will:

- be responsible for corporate governance and ensuring that the Board and its committees are empowered to control the affairs of the organisation;
- be responsible to the Board for the effective leadership of and for all aspects of the performance of the organisation and the development of its role, holding executive responsibility for all its day to day operations;
- be responsible for ensuring that the organisation is represented and promoted effectively to customers, other organisations and the general public; and
- be responsible for ensuring the organisation meets the needs of tenants and residents throughout its area of operation, delivering the highest standards in maintaining excellence in our services by knowing more about our customers.

### The Day to Day

You will:

- ensure that the activities of the organisation are carried out to the highest standards of integrity and professionalism in accordance with the requirements of RSH Homes England, other regulators, statutory bodies and relevant legislation;
- manage the organisation effectively, ensuring that its financial security is maintained and enhanced;

- lead the development and implementation of the organisation's strategic goals, objectives and financial plans;
- take overall responsibility for achieving, monitoring and reporting on performance against targets in all areas of the organisation's activities, taking appropriate action as required;
- ensure systems are in place to enable the Board to fulfil its statutory responsibilities and exercise effective control of the organisation's affairs;
- ensure the provision of comprehensive high quality strategic human resources advice which facilitates good employment practice within the organisation;
- provide a training and development strategy for Board members and employees;
- lead and develop the Executive Team into a productive and effective forum for managing the organisation's affairs;
- develop a leadership style and culture in the organisation which motivates all employees to enable them to provide a high quality service to its customers;
- ensure action is taken to encourage and promote genuine tenant participation, and accessibility to tenants and their representatives;
- develop working relationships and partnerships with external bodies including WMDC, voluntary, and statutory agencies, funders and the Regulator to further the corporate aims of the organisation;
- promote the organisation internally and externally so as to ensure a positive external image and highly motivated workforce;
- develop new housing initiatives and business opportunities to meet identified housing needs and promote regeneration in the area of operation; and
- represent WDH on local regional and national partnerships and with professional bodies and organisations.

### **Personal Contacts:**

**Internal:** Board of Management, Local Management Committees  
Executive Teams and all employees.

**External:** Wakefield MDC, Homes England, auditors, bankers / funders, tenants / tenant representatives MPs and government representatives and with sector professional bodies.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
<b>Qualifications and Training</b>			
A qualification at Level 7 of the Framework for Higher Education Qualification.	✓		AF/CQ
Relevant professional and/or management qualification	✓		AFICQ
Project Management Qualification		✓	AF/CQ
IOSH Directing Safely or willing to undertake		✓	AF/CQ

<b>Determination</b>			
Significant senior level management experience, ideally within the social housing or the not-for-profit sector	✓		AF/I
Experience of leading major cultural and organisational change	✓		AF/I
Proven track record in the dynamic and effective leadership of a significant department/organisation	✓		AF/I
Experience in formulating and implementing strategy and delivering results	✓		AF/I
Experience of working effectively with boards and/or committees	✓		AF/I
Experience of business planning and risk management	✓		AF/I
Experience of developing and managing demanding performance standards that enable successful achievement of the organisation's business plans and strategic objectives	✓		AF/I

<b>Nous</b>			
A well-developed understanding of the dynamics of business and financial management within a large organisation	✓		AF/I
A track record of identifying and exploiting new opportunities	✓		AF/I
Experience/understanding of and commitment to corporate governance	✓		AF/I

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>
Understanding and experience of working with the Housing Regulator	✓		AF/I
Experience of significant involvement in the corporate financial management of an organisation, with substantial budgetary responsibility	✓		AF/I

<b>Attitude</b>			
Committed to the aims and ambitions of the organisation and broader issues of social housing	✓		AF/I
Commitment to quality, customer service, best practice and best value in all aspects of the organisation's operation	✓		AF/I
Experience of communicating effectively with tenants or customers	✓		AF/I
Experience of negotiation with diverse external bodies	✓		AF/I

<b>Additional Requirements of the Role</b>			
Current, valid UK Driving License and daily access to a vehicle in order to travel throughout the district and to other locations as required by the business	✓		AF/CQ
The jobholder is expected to carry out other duties as requested by the Board from time to time.	✓		AF/I

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R- References