



WestKent

Places to live. Space to grow.

Information pack
Executive Director,
Housing & Neighbourhoods





1 November 2024

Dear candidate

West Kent Housing Association – Executive Director, Housing & Neighborhoods

Thank you for your interest in this exciting opportunity to join West Kent Housing Association (West Kent). I enclose the information that you will find helpful in completing your application.

To apply please can you:

- Submit an up-to-date CV (no more than 3 pages long), including your current package.
- Submit a cover letter (no more than 2 pages long) setting out why you are interested in this role and highlighting your relevant experience. We are particularly interested to hear what you are most proud of, and where you have led on large scale change management.
- Complete the combined Declaration and Equal Opportunities Data form (a word version of this form is attached separately).
- Provide contact details for 2 professional referees, one of which is your current or most recent employer. References will only be sought with agreement of the appointee.
- Let us know if you cannot make any dates in the outline recruitment timetable.

Once complete, please send your application (preferably in MS Word format) by email to Sue Manning: talent@foresth.co.uk

It is your responsibility to ensure that we receive your application. We acknowledge all applications. If you do not receive confirmation of receipt of your application from us within 2 days of sending, please call Heather Taylor, Executive Assistant, Forest HR on 07779 629455 to ensure that it has arrived safely. You should also use a secure email address from which to send your application as our system may filter out emails if it believes them to have been sent from unsecured sites. In order to avoid last-minute IT issues, we also suggest that you allow yourself ample time to submit your application in advance of the deadline.

Applications must be received by noon, **Tuesday 3 December 2024**, and details of the key dates for the recruitment process can be found at the end of the information pack.

Please contact me direct if you wish to have an informal discussion about the role or if you have any questions email sue@foresth.co.uk to arrange a call and I will be delighted to speak to you.

We look forward to hearing from you and do hope that you decide to apply. Kind regards,

Sue Manning
Director, Forest HR Ltd

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A full copy of this job information pack and the combined Declaration and Equal Opportunities Data form can be downloaded from www.westkent.org/vacancies & www.foresthr.co.uk/recruitment	
Additional information	
<p>The West Kent website has a wealth of information on it that prospective candidates will find useful. Therefore, we haven't sought to include any extracts within the pack of information. If you have any specific questions that you cannot find the answers to, please contact us.</p>	
<p>Our annual report and consolidated financial statements for 2023/24 are available on our website.</p>	

WELCOME FROM OUR CHIEF EXECUTIVE, TRACY ALLISON

Our vision is to deliver **places to live and space to grow** for our current and future residents.

We want our customers to have a positive experience regardless of who they are, where they live or how and when they choose to interact with us. I am looking for a dynamic and visionary leader to join my forward-thinking executive team who are driving the transformation of customer service and housing options for our communities.

In 2025 we will begin the first phase of reshaping our customer service offer to reflect the changing needs of our residents and to make the most of our recent investment in a new housing system and customer portal. We need someone with a track record of leading and delivering substantial change in how customer services are delivered.

We are determined to maintain a diverse organisation, reflective of the communities we serve, and we welcome and encourage candidates from under-represented groups to consider applying for this opportunity.

If you are passionate about the role a housing association can play in society and believe the values of an organisation are what makes it special and want to contribute to shaping the future of a leading local organisation, then read on. I hope that you find the information in our pack and on our website of interest and that you decide to apply.



Tracy Allison

**Chief Executive,
West Kent Housing Association**

Executive Director, Housing & Neighbourhoods

Purpose of job:

A member of the Executive Team leading West Kent. As Executive Director, Housing and Neighbourhoods provide the strategic vision for our customer and landlord services. Contribute to the wider local and national housing agenda. Maintain and grow our position as a key partner and policy influencer within Kent and Medway, nurturing relationships and developing productive partnerships.

Responsibilities:

- Lead on the modernisation of the customer and landlord services, to ensure customers have a positive experience, regardless of who they are, where they live and how they choose to interact with us.
- Develop a customer centric, performance focused leadership team capable of delivering continuous business improvement, initiatives and a culture that supports delivery of our strategic ambitions. Foster a collaborative approach to effectively tackle complex cases working with other directorates to achieve a timely, positive outcome for customers.
- Ensure our service offer continues to evolve to reflect our changing customer profile, customer demand and is influenced by customer feedback and insight. Make effective use of established technology and emerging sector good practice.
- Executive lead for; the Communities & Housing Committee; for assurance to the Board of our compliance with the Consumer standards, the Housing Ombudsman Code and relevant Regulatory matters. In addition, lead for; critical incident response protocol for landlord services, safeguarding protocol.
- Provide strong contract and financial management leadership around the Private Finance Initiative, other support and service contracts with partners.
- Lead and promote partnership working with all stakeholders, particularly with tenants encouraging their active involvement in shaping, monitoring and scrutinising our services to shape future delivery.
- Grow and strengthen our partnership working with key Local Authorities. Nurture relationships and form partnerships with government, charity and community organisations.
- Provide efficient and effective customer focused services for; housing and neighbourhood management, customer services, income management, complaints resolution, lettings and voids management, tenancy support, community safety, older persons services, supported & temporary housing.

Measures:

- Service Customer Satisfaction targets
- Tenant satisfaction Measure targets
- Rent Arrears target
- Voids re let time target
- Effective critical incident response
- CPU for Housing Management budget
- PFI contract measures
- Board satisfaction with compliance with Regulatory Consumer standards.

PERSON DETAILS: Executive Director, Housing & Neighbourhoods

Experience, knowledge and skills

- Senior leadership role leading strategic planning and delivery of customer and landlord services in a similar sized organisation.
- Experience of successfully inspiring, leading, driving and developing modern, high quality, responsive and customer focused services.
- Experience of leading substantial, and successful business transformation and change management including the way we work, behaviours and culture.
- Commercial thinking; identifying and evaluating opportunities, negotiating long term strategic partnerships, effective contract negotiation and management.
- Personal influence; working effectively with boards, committees, customer panels and stakeholder groups.
- Comprehensive financial, project and risk management experience across the full remit of housing and landlord services including meeting legal requirements and high standards of regulatory assessment.
- Substantial experience of ensuring the Group's compliance with all relevant law, Sector standards, appropriate codes of practice and regulations and operating codes of practice.
- Experience of a regulated sector.

Qualifications and skills

- Chartered Institute of Housing membership level 5 is desirable, with evidence of keeping professional knowledge and skills up to date.
- Ability to build strong, effective, and productive relationships.
- Commercial contract management.
- Supporting strategic asset management including acquisition, disposals, and regeneration of estates.
- Ability to communicate complex business information to a variety of audiences.
- Excellent communication skills across the full breadth of written, verbal, presentation, and digital media.
- A wide range of skills and abilities essential to be able to lead and develop a business at an executive level such as inspiring, influencing, persuading, and negotiating to achieve successful business outcomes.
- Ability to be an ambassador and role model.

Desirable

- Degree level education or equivalent through relevant training/experience.
- Strong, up to date, professional knowledge of social and affordable housing, relevant government policy, regional and local networks.
- Strong network across Kent and knowledge of Local Authorities.
- Leading a programme of landlord service modernisation including channel shift, new housing system deployment and optimisation.
- Experience of embedding equality and diversity principles.

Main terms and conditions (for information purposes only)	
Salary	Up to £128k p.a. depending on experience.
Leave entitlement	<p>25 days annual leave increasing to 30 days with service, boosted by 3 additional days between Christmas and New Year, plus bank holidays.</p> <p>Employees have the opportunity to buy and sell one week's annual leave and West Kent offer 3 volunteering days.</p>
Location	<p>The role will be based in our offices in Sevenoaks, with a hybrid working pattern of working from home and flexible working arrangements for all staff.</p> <p>Our weekly executive meetings are in person as are our Board and sub-Committee meetings.</p>
Notice period	Four months
Contributory pension scheme	<p>West Kent offers employees membership of our West Kent Group Personal Pension Scheme with Royal London. Employees are required to contribute at least 3% of their salary.</p> <p>West Kent, at its discretion, will double match your own contribution up to a maximum of 10% of your basic salary.</p>
Life assurance	We provide life assurance over for employees based on three times your annual basic salary.
Health and wellbeing	Free membership of a health cashplan scheme is provided together with access to a range of additional wellbeing benefits.

Key dates for the recruitment process

Closing date:

12 Noon, Tuesday 3 December 2024.

Initial recruitment interviews by video call:

16 or 17 December 2024.

Final interviews and opportunity to meet a range of West Kent representatives:

6 or 9 January 2025.