



Recruitment Pack

Head of Governance and Business Support

January 2018

Your Application

Dear Applicant

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application. In order to apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- The declaration form – but completion of the equalities section is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and
- Indicate on the declaration form if you cannot attend any of the interview dates.

Please note that applications can only be considered if all the documentation is complete. Please send your application, preferably in MS Word format by email to: ids@campbelltickell.com.

Applications must be received by Monday 29th January 2018

You will receive an acknowledgement within 24 hours of receipt and we suggest that if after that time you have not heard from us, you telephone the office (0203 434 0990) to ensure that it has arrived. Using a secure email address and putting the job title/organisation in the subject line reduces the chances of any email going into spam.

Please do contact me if you wish to have an informal discussion about the role and organisation or if you have any other questions to help you decide whether to apply. You can contact me on 07944 411 484 or 020 3434 0990.

Kind regards



Mark Glinwood
Senior Recruitment Associate

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Welcome Letter

Dear Applicant,

I am delighted that your interest in this exciting new role has resulted in you taking the time out to find out more about an opportunity that will be pivotal to the future success of our organisation. The background and context to the creation of the role is summarised within the enclosed pack. However, I would emphasise that the creation of this position is one that I have personally shaped and which has the full support of the Board. As such, the successful candidate will have both the resources and influence to make things happen, which is critical if we are to achieve our future goals.

Under new leadership, IDS is going through an exciting period of change, a renaissance. Building on our unique history and identity, we are reimagining our future, one which uses our considerable assets, expertise and ambition to provide much-needed affordable housing for Jewish and other communities in and around London. To this end, the Board have approved a new five-year corporate strategy which includes a number of strands which will ensure the company grows and remains commercially sound and financially robust. We are also undergoing a process of digital transformation which will reposition us at the cutting edge.

I am looking for someone who has technical expertise and knowledge, who can challenge, thrives on managing risk and can innovate to maximise resources that we control on behalf of our customer base. Since joining IDS in early 2017, I have been determined to make sure that everything we do demonstrates to our residents that the services for which they pay are in capable and professional hands. Professionalism, values and personal drive are characteristics that define the way in which I lead and in turn will shape the culture of the organisation throughout and beyond the current process of transformation.

If you're up for a challenge, ambitious and want to be part of something special then I would love to receive your application. Please do take up the opportunity to speak with Mark Glinwood, our HR consultant, who in turn will arrange a conversation with me if that would be of value.

If your offer matches our ambition, we would be delighted to hear from you further. Thank you once again for taking an interest in our fantastic organisation.

Suzanne Wolfe
Chief Executive Officer

About Us

IDS was established as the four per cent Industrial Dwellings Company Limited in 1885 by a group of Jewish philanthropists who hoped to relieve the overcrowding in homes in the East End of London. In 1952, it became the Industrial Dwellings Society (1885) Ltd.

Today, IDS manages around 1,500 properties in Hackney, Tower Hamlets, Southwark, Redbridge, Barnet, Camden and Hertsmere. The housing stock includes flats, houses, sheltered housing, accommodation for people with special needs, as well as a number of shared ownership properties. We currently employ over 50 staff, including residentially- based teams.

We have an on-going development portfolio, and enjoy enviable performance statistics in housing management and tenant satisfaction. Our tenants are reflective of the general ethnic mix of the areas in which we operate, but we maintain strong links with Jewish communities and are regarded as a Jewish led specialist housing provider.

We believe that, by working in partnership with other organisations, often far more can be achieved together than any of us would be able to deliver working alone.

IDS has many examples of effective partnership working, and as an experienced provider of culturally-specific housing, we are delighted to be able to work with others providing an element of housing for Jewish people on larger, mixed developments.

In 1997, we began to manage Ajax housing association's housing providing sheltered accommodation for Jewish ex- servicemen and women and their dependents. After several years, the volunteers who ran Ajax Housing Association felt it was time to transfer ownership of the property to IDS and this was completed in April 2006.

In another example of our willingness to work with the changing needs of partner organisations, IDS has worked with Otto Schiff Housing Association (OSHA) since 2003 enabling them to complete the transformation of their organisation.

There were complex issues to resolve in this project and the successful outcome demonstrates our flexibility and commitment to work creatively to sustain Jewish housing schemes. Until it was sold in 2010 we managed Otto Schiff's sheltered housing in Crouch End and Hampstead and then arranged the transfer of the residents to alternative accommodation mostly within the new Jewish Care complex. In March 2016, control of OSHA and its main assets was transferred to IDS.



Corporate Management Team

Suzanne Wolfe - Chief Executive

Suzanne was appointed as Chief Executive at IDS in March 2017. She is an experienced housing professional whose career includes senior roles at Poplar HARCA, The Guinness Trust and London Borough of Newham.



Omar Mapara - Director of Finance



Omar is a qualified accountant with extensive knowledge of housing association finance. He has 25 years of experience and 19 years at Senior Level. He was previously Chief Executive of Spitalfields Housing Association and is a former IDS Board member.

Alan Finkel - Director of Housing

Alan has worked for IDS for 25 years. He is an experienced professional within the sector having worked for several other London-based housing organisations. Alan is a chartered member of the Institute of Housing and has a postgraduate Diploma in Housing from LSE.



Sean Kelly - Acting Director of Technical Services



Sean joined IDS in 2000, and since 2009 has carried out the role of Senior Project Surveyor. He was appointed Acting Director of Technical Services in June 2017. Sean is a qualified surveyor (ARICS) and a member of the Chartered Institute of Builders.

Board Members

Joanthan Davies - Chairman

Joined the Board in 2005 and became Chairman in 2008. He was previously a solicitor in private practice specialising in corporate law. Having been a business mentor with the Princes Trust, he currently advises other charities on their strategy and management and is a trustee of a number of charities.



Ray Peacock – Vice Chairman



He is also currently a trustee member of Taylor Wimpey UK, and previously held director positions in Finance, Commercial and Business Strategy over his thirty-year career.

Alan Fell

An IDS Trustee and also an Advisory Board member for Chai Cancer Care. In the past, he's held executive directorships in different companies and was a General manager for London Jewish Cultural Centre, responsible for major projects (eg Capital expenditure, web design & delivery in the digitalization of History).



Michael Firman



Michael is currently a partner of Begbies. He has held the position as managing partner in Price Firman prior to the merger with Begbies in 2015, where he was responsible for all commercial matters and negotiated the merger of the two firms.

Michael Rabinowitz

An accomplished business developer with experience of introducing new networking solutions to the service provider market. Proven analytical and communication skills, with the ability to develop mutually beneficial customer relationships.



Nicola Solomons



Nicola Solomons is a retired corporate lawyer. She has served on the Boards of several charities and was the chairman of a small housing association. In addition to being an IDS Board member, she chairs its Housing Services Committee and is a member of its Finance and Development Committee and Audit Committee.

Shimon Ryde

Also a Board member of AIHA and holds the following committee positions: Vice-Chairman of Housing Committee, Chairman of the Finchley and Golders Green Residents Forum, member of the Finchley and Golders Green Area Planning Committee, Performance and Contract Management Committee, and Corporate Parenting Advisory Panel.



Job Description

Post:

Head of Governance and Business Support

Responsible To:

Chief Executive

Location:

Anna House, 214-218, High Road, London N15 4NP

Purpose of Job:

To discharge the full scope of accountabilities of the Company Secretary, acting as principal advisor to the Board and Executive Team on all issues of governance.

To provide comprehensive, highly efficient and confidential executive support to the Chief Executive and Board Chair as required.

To line manage the Business Support team to achieve a modernised, efficient and a customer driven service.

Main Duties & Activities:

Company Secretary

- To ensure that statutory and regulatory compliance requirements across the organisation are met and that all relevant governance and compliance related policies and procedures are established and monitored.
- To liaise with relevant authorities, including regulators, and as appropriate keeping the Executive team, Board and standing committees advised.
- To call the AGM each year and any SGMs and undertake all administrative duties and liaison with staff, Board and the Membership related to these meetings.
- To monitor the external environment and ensure any ensuing changes are made to Governance arrangements, rules, policies and procedures
- To co-ordinate Board Member recruitment and training
- To provide accurate and responsive administrative support to the Board as well as individual Board members.
- To organise annual Board appraisal system.
- To update the Board Handbook as necessary.
- To maintain and update Board members details as necessary.
- To maintain Board Members Declarations of Interest Register.

Executive Support to CEO & Board Chair

- To arrange production of reports, confidential letters and memos.
- To control the Chief Executive's diary and co-ordination of meetings, internally and externally.
- To handle, record and dissemination of mail received by the Chief Executive's office.

- To manage all telephone calls received by the Chief Executive and/or Board, redirecting them as necessary to the appropriate member of staff.
- To research and collate information as requested by the Chief Executive and/or Board.
- To record any complaints in line with the Association's Formal Complaints Policy.
- To arrange conference facilities, accommodation and travel for Chief Executive and/or Board.
- To maintain all records for gifts and hospitality received, to regulatory standards.
- To maintain the Seal Register.
- To oversee and control and maintain the Chief Executive's workload planning and bring-forward system.
- To organise, maintain and update the Chief Executive's electronic and paper filing systems to allow easy access to information.

Liaison with Board Members

- To collate and issue agendas and papers for all Board, Sub-Committee and Leadership Group meetings.
- To attend and minute all Board, Sub-Committee and Leadership Group meetings.
- To organise accommodation, catering and equipment for all Board, Committee and Leadership Group meetings and other events including the annual general meeting, Board away days and public meetings.
- To maintain close verbal and written contact with Board members by way of arranging, advising and/or reminding them of all meetings as well as distribution of documentation and reports.
- To organise annual Board members visits to IDS developments.

Management of Business Support Function

- To provide line management and guidance to the corporate business support.
- To co-ordinate administrative support to all departments ensuring word processing, organisation of meetings and other administrative support tasks are delegated efficiently carried out by the business support team.
- To organise the business support and reception functions and physical reception area to ensure a professional and continual service to all callers and internal and external visitors.
- To co-ordinate the organisation by the Business Support Team internal meetings, training and other events including organising dates, room bookings, inviting attendees, room and equipment set-up and organising hospitality.
- To ensure and carry out all day to day transactional HR requirements

Other: Undertake any other duties within the scope of the role as required and directed by the Chief Executive.

Reporting Arrangements:

Reporting to the Chief Executive, this post is a distinct professional specialist role within the organisation and carries out a large range of variable tasks at a professional and specialist level under the direction of the Chief Executive who will set out the broad work priorities.

However, the post holder is required to take forward the bulk of work to a conclusion on their own initiative and manage day to day workload timescales appropriately.

Scope to carry out tasks largely within the parameters of set policy, guidelines and departmental goals, although recognising that there is significant scope for original analysis, creativity and judgement leading to the delivery of set targets, priorities and improved service.

Person Specification

Qualifications

- Legal qualification the core of which incorporates company law or
- Evidence of studies and/or experience within a Company Secretarial environment.
- Degree level qualification

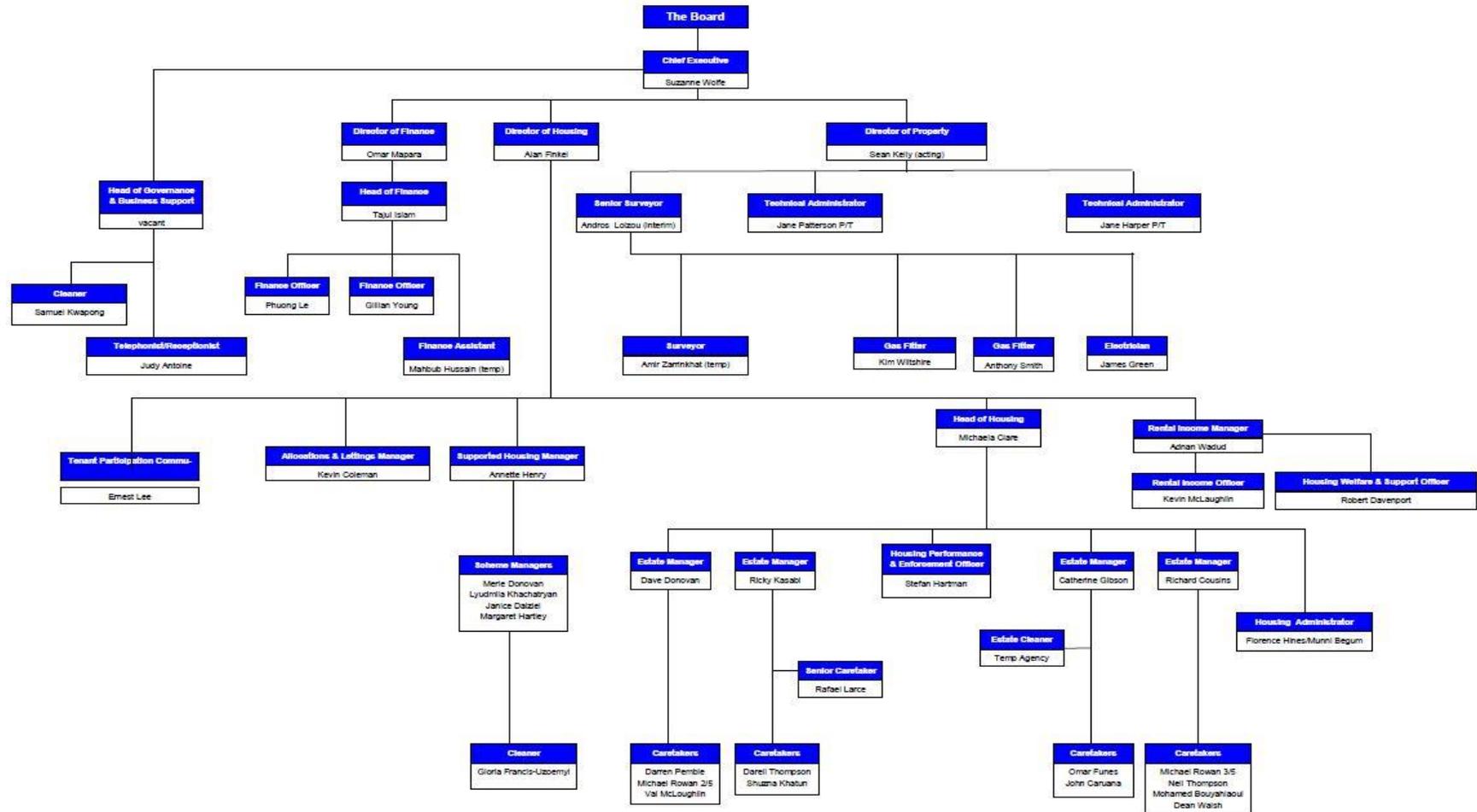
Experience:

- Substantial knowledge of a social Housing environment at management level.
- A track record of leading, engaging and motivating staff through change.
- Experience of working collaboratively with a range of external stakeholders and contractors.
- Experience of reporting to Boards.
- Proven track record of delivering customer-focussed services.
- Drafting complex and business oriented business briefing papers

Skills/Knowledge

- Strategic knowledge of housing management and community service provision.
- Knowledge and understanding of regulatory frameworks and all relevant legislation.
- Able to balance strategic thinking with an eye for detail.
- Strong communication and interpersonal skills.
- External focus, with the proven ability to build networks, and work in partnership with relevant bodies and organisations.
- Strong focus and proven skills in the delivery of quality service to customers.
- A clear understanding of the social and political environment within which IDS operates.

Organisational Structure



Principal Terms And Conditions

Position:

Director of Governance and Business Support

Salary and Benefits:

Remuneration package circa £60k.

Pension

Auto-enrolment Money Purchase Pension Scheme; 12% from employer/2% from employee. IDS will match additional contributions up to 15%/5%.

Annual Leave:

20 days' leave rising to 25 days after 3 years, plus public holidays and some Jewish festivals which are defined on an annual basis

Hours of Work:

Normal hours of work for this full-time position will be a minimum of 35 hours per week.

Location:

Your normal place of work will be on the 1st floor of Anna House, 214 – 218 High Road, London, N15 4NP, but given the seniority of the role, travel across our operating areas and occasional national travel is also expected.

Key Dates And Selection Process

Closing Date:

Monday 29 January 2018 at 12 noon

First Interviews:

Friday 9 February 2018

Final Interviews:

Friday 16 February 2018

Supplementary Information

The Annual Report can be downloaded from <http://www.ids.org.uk>

- Annual report 2016 - 2017
- Corporate Strategy 2018 - 2023 can be downloaded from www.campbelltickell.com/jobs

To find out more please visit the IDS Housing Association website:

<http://www.ids.org.uk/>

Media Advertisement

IDS
The
Industrial
Dwellings
Society (1885) Ltd

Head of Governance & Business Support

North London – Package circa £60k

IDS is a Housing Association delivering housing and community solutions, predominantly in North London & Essex. The organisation has embarked on a process of radical transformation, with exciting ambitions and a new corporate management team.

The role

The role of Head of Governance & Business Support has been created to act as a pivotal contributor to supporting the organisation's new business plan. Under the leadership of the CEO, the plan will provide a platform to support a period of renaissance which will result in outcomes firmly rooted in growth, professionalisation and fantastic customer services, consistently delivered, to all.

About you

The successful candidate will be able to demonstrate a thorough understanding of the key governance issues facing the housing sector, have applied technical expertise in a way that has previously added value and minimised regulatory risk and well honed business administrative skills.

In leading the Business Support function you will provide inspiration to a small team focused on the efficient running of the business.

As a key leader within the organisation your people skills will be characterised by your track record of making things happen through values based leadership.

This role has scope and extended reach. It provides a fantastic opportunity for a governance leader on the way up and who is seeking the fulfilment of being part of something special.

If you are interested in learning more the candidate pack can be downloaded at www.campbelltickell.com/jobs

Contact

For a confidential conversation with our retained recruitment specialists, Campbell Tickell, contact their lead consultant, Mark Glinwood, on 07944 411484 or 020 3434 0990.

The closing date for applications is 29/01/18. 1st round interviews will be held on 09/02/18 and the final assessment will take place on 16/02/18.



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