

# Recruitment pack

CHIEF EXECUTIVE



Lewisham  
Homes



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# Hello

Lewisham Homes is an ambitious organisation set up to improve housing in the borough, currently managing 18,000 homes on behalf of Lewisham Council. We are a not-for-profit organisation undertaking a major local investment programme, operating our own maintenance company, and building new homes through a partnership with the local authority.

We work in London's third largest borough where diversity is both a defining characteristic and strength. We're committed to delivering great customer service, investing in Lewisham neighbourhoods, and growing our business to shape a bright future.

At Lewisham Homes we get things done through collaboration and challenge. We're passionate and proud of what we do; and we have a strong ethos in developing careers and recognising individual contributions to our success.

We seek ambitious and dedicated people who share our values and are excited about the opportunity to work in an innovative, challenging and customer focused organisation.

**We are Lewisham Homes – are you?**



## A MESSAGE from the Board Chair

Lewisham Homes exists to deliver quality housing, great services and thriving neighbourhoods. We've achieved a huge amount over the past 10 years but we have an ambition to do much more.

Lewisham Council has renewed our contract for 10 more years and we are looking for a strong and inspiring leader to help us write the next chapter of our success story.

We're in good shape. Decent Homes works is almost complete and we are becoming more efficient and more

effective at delivering homes and high quality services that residents need and want. We are IiP Gold, a London Living Wage employer and, recently at the Investors in People Awards, we won the category of Excellence in the Third Sector.

We are ambitious for Lewisham, for our residents and for us. We are now looking for someone who shares our ambition and will help us achieve our goals.

**Ainsley Forbes**  
Board Chair,  
Lewisham Homes

# Our mission

To deliver great housing services  
for thriving neighbourhoods

## OUR CORPORATE OBJECTIVES ARE:

Excellent services • Thriving Neighbourhoods  
Sustainable future • Employer of choice

## We value

### RECOGNITION

We recognise and value success, and a diverse range of talents. We take time to praise good work, and value each other and our customers.

### TRUST

We do as we say and lead by example. Our managers empower and trust staff, are open and inclusive and as an organisation we are committed to involving staff in decision making.

### PASSION

We have a positive attitude and take pride in our work. We try to break down barriers and aim to be the best at what we do.

### COLLABORATION

We build good relationships with each other and aim to understand pressures on others. We work together to solve problems and take responsibility for this.

### EMPATHY

We treat people as individuals, show respect to each other and take time to listen. We are customer-focused and think about things from the other person's perspective

### CHALLENGE

We tackle cynicism and challenge the status quo. We remind each other of our values, are proactive and never give up in pursuit of our goals.

## Job Description

**Job Title:** Chief Executive

**Responsible for:** Directors

**Responsible to:** The Board (line manager is the Chair)

### Job Purpose:

- To lead the organisation and its staff team in the delivery of corporate objectives.
- To advise and make recommendations to the Board of Management on policy and strategy, working with the Chair, Board and Sub-Boards to define its strategic direction.
- To ensure the organisation meets the highest standards of service delivery, governance and ethical behaviour.

### Core Responsibilities:

- To work with the Chair, Board and Sub-Boards to define and set the strategic direction and vision ensuring appropriate processes are in place to deliver, monitor and review strategic plans.
- Ensure governance responsibilities are fulfilled and that the business of the Board is properly conducted.
- To define and promote the corporate vision and values and work with all stakeholders in ensuring services meet current and future needs.
- Ensure customers are placed at the heart of the organisation and there are good opportunities in place for residents to influence business decisions.
- Ensure the effective promotion of equality, diversity and inclusion.
- Demonstrate a high degree of personal integrity and motivation, which sets the standard for staff across the organisation.
- To provide leadership and manage staff and resources in order to optimize efficiency, effectiveness and continuous improvement.
- To appraise the performance of the Directors and other key managers to ensure they meet performance expectations and support their on-going professional development.
- To foster and promote collaborative working with the Chair and the Board of Management.

- Ensure there is an effective performance management structure in place that flows from the Business Plan.
- Ensure the organisation's Financial Strategy is fit for purpose and that there are effective financial performance and controls in place.
- Ensure that risk management is an integral part of the strategy and that business continuity processes are in place.
- Keep organisational structures, staffing processes and resources under review to ensure that they fully support future service and development needs.
- Ensure the quality of services, contractual and quality standards are met to achieve the best possible outcomes for our customers.
- Ensure that efficiencies and savings are made where feasible.
- Represent the organisation at a local, regional and national level to raise the profile and enhance the reputation of the organisation and to identify and influence key stakeholders.
- Oversee and deliver an effective health and safety strategy, in liaison with the Executive Directors and other members of staff.
- Discharge such other duties as the Board may reasonably determine.

## Person Specification

This details the key competencies (knowledge, skills and abilities) required to complete this role. For the purposes of recruitment and selection the indicators below will be used in the shortlisting and assessment process for this role. You should therefore address these areas fully in your application.

### Education and Experience

- Educated to degree level or equivalent.
- At least 5 years' experience of working at Chief Executive or Executive Director level within a social housing organisation.
- Experience of reporting to and working with Boards.
- Experience of working in a political environment.
- Experience of developing and maintaining strong personal and organisational networks at all levels.

### Skills

- Good understanding of issues facing the housing sector including new build and regeneration.
- Strong oral communicator with ability to adapt messages for different audiences.
- Strong financial literacy.
- Strategic thinker with analytical skills.
- Able to manage multiple priorities and time appropriately.
- Gets to the heart of complex problems and issues; applies own expertise effectively, communicates well in writing.

### Core Competencies

- An intuitive, supportive, people focused leader of direct report.
- Is highly visible and leads from the front.
- Committed to organisational vision, values and strategic objectives.
- Well-developed interpersonal, ambassadorial, influencing, persuading, networking, promotional and negotiating skills.

- Consistently generates energy, excitement and commitment to quality performance.
- Gains commitment and co-operation through an engaging and involving leadership style.
- Generates a results-oriented working environment by motivating others and communicating the importance of achieving results.
- Is recognised externally as a leader and expert in own field and is regularly invited to join cross sector strategic partnerships and groups.
- Leads and manages others in a customer first approach, acting as a role model in demonstrating customer care principles.
- Uses a long-term perspective in addressing customers' needs and problems.
- Influences direction of negotiation and builds cross-functional strategies involving influential third parties.
- Identifies, analyses and promotes opportunities for business growth creating tools and techniques to encourage innovation across the organisation.
- Maintains a strategic view of the impact of change and adapts and refines change programmes to meet the identified objectives.
- Considers the impact of organisational change on individuals and teams at an organisational level.
- Provides leadership for the organisation in the implementation of change programmes.
- Defines and develops approaches for managing risks.

### **Personal Qualities**

- Relates well to people at all levels.
- Makes a strong positive personal impression on others.
- Encourage a culture of imaginative thinking and genuinely listen to ideas from employees and stakeholders.
- Shows respect and sensitivity towards cultural and religious differences.
- Able to remain calm when under pressure.
- Able to be flexible about working hours to reflect the demands of the job.

## Timetable and Application

**Closing Date: 12 February 2018**

**Campbell Tickell Interviews: 23 February 2018**

**Stage 1 interviews: 6 and 9 March 2018**

**Stage 2 interviews: 20 March 2018**

To apply you will be asked to submit a CV and supporting statement. Within your supporting statement please ensure you address the key requirements identified in the attached person specification with examples where relevant.

For further information about this role please contact:

**Kelly Shaw at Campbell Tickell**

kelly.shaw@campbelltickell.co.uk

07900 363803 or 020 3434 0990

### Salary and Benefits

**Salary:** £146,000

**Annual Leave:** up to 36 days

Family friendly policies and benefits including:

- Childcare vouchers
- Career average final salary pension scheme
- Discounts for local eateries



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