

# Recruitment Pack

## Director of Technology and Business Improvement

October 2017



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## Information Letter

Dear Applicant



**Weaver Vale Housing Trust – Director of Technology and Business Improvement**

Thank you very much for your interest in this position. On the following pages you will find information about Weaver Vale Housing Trust, the role of Director of Technology and Business Improvement and details of 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 career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role and organisation, and detailing how you are a good candidate for this post and fulfil the person specification – we recommend that this is no longer than two pages;
- The declaration form – shown separately on the Campbell Tickell job page – 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: [vwht@campbelltickell.com](mailto:vwht@campbelltickell.com).

**Applications must be received by 12 noon on Monday 23<sup>rd</sup> October 2017.**

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 your application 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 contact me on 07706 369273 if you wish to have an informal discussion about the role/organisation or if you have any other questions to help you decide whether to apply.

We look forward to hearing from you.

Kind regards



**Bill Barkworth**  
**Senior Associate Consultant**



## Welcome Letter

Dear Applicant,

I am very pleased that you are interested in this important role at Weaver Vale Housing Trust.

The Trust has more than 6,000 homes based in Northwich, Winsford, Frodsham, Helsby and outlying rural areas, and we hold a strong commitment to our vision of 'transforming neighbourhoods, homes and services to improve the quality of life for our customers'.



The new role of Director of Technology and Business Improvement will play a vital part in helping the Trust achieve our 2020 Vision and key Strategies, and to provide the vision for technology, data analysis, performance management and business transformation within the Trust. This is a great opportunity to empower the Trust through the implementation of new technologies and strategies needed to transform our business.

Our sector continues to undergo significant change, and this will present substantial challenges for all Housing Associations. As part of the Executive Management Team, you will have a key part to play in ensuring that we are equipped to meet these challenges and continue our journey to meeting our 2020 Vision.

What you must have is a successful track record of leading change through technology and business improvement. You will also have a strong insight and understanding of the benefits of digital transformation upon service delivery and how to deliver value for money and excellence in customer focussed services.

If you believe in our *Vision* and you live and breathe our *Values*, and if you have the experience, ability and enthusiasm for this role, please speak to our consultant, Bill Barkworth, of Campbell Tickell.

I look forward to receiving your application.



**Wayne Gales**  
Chief Executive



# Meet our Chief Executive & Directors

**Our Executive Management team is responsible for implementing and directing our 2020 Vision.**

Our 2020 Vision gives us a clear direction for our future. There are many changes ahead, but we will continue to be a landlord of choice, with a greater focus on affordable energy for our homes, helping customers into work and creating self-reliant communities.

**The Executive Management Team consists of:**

	<p><b>Wayne Gales - Chief Executive</b></p> <p>Wayne oversees the organisation which encompasses:</p> <ul style="list-style-type: none"> <li>• Managing the affairs of the Trust in accordance with the vision, values and corporate objectives</li> <li>• Liaison with the Chairman and Members of the Board of Management</li> <li>• Strategic development of corporate policies and objectives</li> <li>• Corporate Assessment &amp; Assurance</li> </ul>
	<p><b>Andrew White - Director of Finance &amp; Business Services</b></p> <ul style="list-style-type: none"> <li>• Financial Strategies</li> <li>• Business Planning</li> <li>• Liaison with Funders</li> <li>• Financial Services</li> <li>• Legal Services</li> <li>• Information Communication Technology</li> <li>• Internal Audit</li> <li>• Income Collection</li> <li>• Management of Transformation Team</li> </ul>
	<p><b>Linda Colburn - Director of Property Services</b></p> <ul style="list-style-type: none"> <li>• Asset Management</li> <li>• Responsive Repairs</li> <li>• Planned Maintenance</li> <li>• Modernisations and Improvements</li> <li>• Adaptations and Tenants' Alterations</li> <li>• Health and Safety</li> <li>• Contracts and Tenders</li> <li>• Affordable Warmth Programmes</li> <li>• Facilities Management</li> </ul>
	<p><b>Judith Burbidge - Director of Neighbourhoods &amp; Wellbeing</b></p> <ul style="list-style-type: none"> <li>• New Customer Allocations</li> <li>• Tenancy Services and Enforcement</li> <li>• Specialist Housing Services</li> <li>• Services for Older and Vulnerable Customers</li> <li>• Resident Involvement</li> <li>• Grounds Maintenance Services including caretaking</li> <li>• Neighbourhood Development and Community Projects</li> <li>• Customer Service Desks</li> <li>• Partnership Working</li> </ul>



**Gill Murgatroyd - Director of Skills & Enterprise**



- Organisational Development
- Human Resources
- PR and Communications
- Project Facilitation
- Data Protection
- HCA Regulation
- Learning and Development
- Corporate Complaints
- Equality and Diversity
- Board Member Development
- Corporate Strategy and Governance Support
- Employability Services



## Meet Our Board Members

Our Board is made up of representatives from three groups: tenants, council nominees, and independent people. Their role is to set our strategic direction and monitor our progress towards achieving our 2020 Vision and Strategies.



**Jim Bolton - Chair of the Board, member of the Group Governance & Remuneration Committee, Member of the Complaints Panel, Independent Board Member**

Jim is a retired Housing Consultant. He has worked as Head of Service in a local authority and as a Housing Manager, Director and Interim Chief Executive for housing associations and as a Managing Director in the private sector. He is also Chair of the Care Plus Board, based in North Staffordshire.



**Rachael Radway - Deputy Chair of the Board, Chair of Group Governance & Remuneration Committee & Chair of Weaver Horizons, Member of Group Audit & Assurance Committee, Independent Board Member**

Rachael is an accountant (CIPFA), having qualified with Ernst & Young and subsequently working at Pricewaterhouse Coopers. She was Head of Internal Audit for Vale Royal Borough Council. Rachael has over 17 years of experience in external and internal audit, strategic planning, performance reporting, business risk management and corporate governance and is currently Assistant Director of Finance for the Health and Safety Executive (HSE).



**Paul Waring - Independent Board Member, Chair of the Group Audit & Assurance Committee and member of the Complaints Panel**

Paul is a Chartered Accountant, with an honours degree in Civil and Structural Engineering. He has over 30 years' experience in audit and risk, gained across a wide range of sectors and businesses. For the last ten years Paul has worked primarily in social housing, initially as an external provider of risk and internal audit services to a range of housing associations in the North West and latterly as Director of Assurance at one of the largest providers of social housing in the UK. Paul also sits on the Audit Committees of two Universities in Manchester and York. For the last fifteen years, Paul has lived in the Vale Royal area and takes a keen interest in local issues.



**Jacqui Chatwood - Independent Board Member, Member of the Group Governance & Remuneration Committee, Member of Weaver Horizons, & Member of the Complaints Panel**

Jacqui is a qualified Chartered Accountant, and has spent 14 years in practice, working her way up from graduate trainee to partner before moving into industry. She has been Managing Director for the past 10 years of a management consultancy which provides learning and development services to multinational blue chip companies, public sector entities and large SMEs. She is also a Governor and Finance Committee member of Runshaw College, a further and higher education college in Lancashire. Jacqui brings her broad range of financial expertise, strategic planning and leadership skills and is known for her passion for people development and helping build businesses.





**Barbara Dean - Tenant Board Member, Member of the Development/Tender Panel & Member of the Complaints Panel**

Barbara has been self-employed most of her working life and then went on to work in credit control within the Winsford, Northwich and Crewe areas for 6 years prior to her retirement. After retirement Barbara found she missed being part of a business and wanted to be involved with something she cared very much about. Barbara became a volunteer member of our Tenant Consultative Committee for two years prior to her joining the Board.



**Peter Shaw - Independent Board Member, Member of the Development/Tender Panel, Member of the Complaints Panel**

Peter has held a number of senior executive positions with several registered housing providers throughout his 26 year career in the housing sector. As a qualified accountant (CIPFA), he has been Group Finance Director for Signpost Housing Group, Dane Housing Group and more recently with Plus Dane group. During his time with Dane Housing Group, he also held directorships overseeing the New Development team, the Housing and Supported Housing teams as well as the repair and maintenance team. Having recently retired from his latest position with Plus Dane Group as Managing Director with responsibility for managing a £100m Housing management contract with Cheshire West and Chester Council, Peter brings a wide range of housing and financial experience and knowledge



**Andy Stafford - Independent Board Member, Member of the Development/Tender Panel, Member of the Complaints Panel**

Andy has recently semi- retired after working in the Construction Industry for over 40 years having started as an Apprentice Joiner and moving up the ranks. He has held Managing Director and Executive positions since 2002 within the Housing Sector. His specialisms are directly employed Building Companies, Asset Management and New Build Development. Andy has also been appointed a Trustee of Age UK in his local area.



**Don Beckett - Local Authority Board Member**

Don Beckett has been a councillor for over 20 years representing the Over and Verdin ward in Winsford, at both Cheshire West and the Winsford Town Council levels. Previously serving as a member of the Weaver Vale Board from year 2000 until 2007.

Don said "I am delighted to become a Board member again representing my fellow Councillors in the Cheshire West and Chester Council. Having lived in a Council House for many of my younger years I know how well these Residents are considered and supported in well maintained and excellent housing and at affordable rents".

**Patrick McCarthy - External Independent - Group Audit & Assurance Committee Co-Optee**

Patrick has worked in social housing for over 30 years, having worked for four housing associations, all of whom were stock transfer. He previously worked in the private sector in the engineering and iron and steel industries, and is a qualified accountant (CIPFA and CIMA).



## Job Description

### Responsible to:

Chief Executive

### Summary of Role:

The overall purpose of the role is to provide the vision for technology, data analysis and business transformation within the Trust; be the expert advisor to Board, EMT and wider Leadership Team; and offer leadership and direction to all staff within the ITC and Business Improvement teams.

This includes leading on the development and implementation of functional strategies, managing staff and being responsible for all areas of performance and budgets within these areas. As well as working with internal and external partners and stakeholders, including tenants and other service users, to develop plans and strategies so that their experience can be enhanced, user/customer effectiveness improved and innovation encouraged.

The role will also work as part of the Trust's Executive Management Team to successfully implement corporate strategies, manage corporate and strategic risk and deliver a high level of operational and financial performance across the Trust. This includes working to develop strong and effective cross functional working initiatives and taking the lead on developing and implementing specific corporate initiatives and representing the Trust with external and internal partners.

### Core Accountabilities:

#### Leadership

- Oversee the development, implementation, and consistent use of technology and systems throughout the Trust, working closely with Board and Executive Management Team to address user and overall business ITC needs
- Provide specific leadership to staff within the ITC and Business Improvement teams
- As part of the Executive Management Team work to embed the Trust's vision and values, and chosen organisational culture
- Be responsible for data management, protection and compliance across the Trust
- Lead on business continuity and disaster recovery
- Lead on strategic and operational performance management reporting
- Lead on business transformation across the Trust



- Promote a customer and performance focused culture across the Trust
- Consult with and influence and build relationships with key internal and external stakeholders

## Strategy

- Work with Executive Management colleagues to help shape the Trust's overall corporate strategies and business plans
- Develop, lead and execute a digital transformation programme to deliver organisational strategy and objectives, through building strategic alliances across the Trust to ensure that the commitment to digital engagement is owned by all
- Ensure the ICT and business improvement functions meet the needs of customers, stakeholders (internal and external) and other opportunities, such as identifying growth initiatives, partnership working and implementing transformation and change

## Performance and Financial Management

- Develop an annual business plan and operating budget for functional areas and monitor the implementation of these to ensure that the financial targets are met
- Accountable for all performance and achievement of operational targets, goals, objectives set
- Ensure compliance with all financial regulations and all relevant policies and procedures related to financial controls within the Trust
- Ensure all assets and resources are used efficiently and effectively and delivered in line with the Value for Money and Quality Strategy
- Ensure all business systems meet the needs of the Trust
- Oversee the development and enhancement of systems and integrating new systems with those existing
- Ensure data is stored securely and is accessible always (e.g. business continuity, disaster recovery and system back up)
- Negotiate service level agreements with external suppliers and service providers and monitor service delivery to ensure the agreed targets and standards are met
- Direct the preparation and implementation of policies, procedures and standards relating to functional responsibilities



## Governance

- Ensure that the Trust operates within all regulatory guidance, statutory and legislative requirements
- Responsible for the identification and management of risks relating to functional responsibilities and support risk management activities across the rest of the Trust

## Risk Management

- Undertake risk management and assessment in a controlled manner, highlighting any risk that cannot be controlled
- Undertake regular risk assessments as a line manager and lead director
- Identify risks related to own functional areas, ensuring these risks are assessed and necessary control mechanisms and action plans put in place to reduce them as far as reasonably practical to manageable levels. Report risks that are unmanageable to the Executive Management Team following the Trust's processes and risk maps.

## Confidentiality

- Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to customers, employees and partners/stakeholders and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

## Health and Safety

- Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.
- Ensure compliance with Health and Safety responsibilities, including those specifically for Directors, as documented in the Trust's Health and safety policy.



## Person Specification

### Personal Qualities

- Leadership and motivational qualities evidenced by a good track record of managing, engaging and motivating staff, collaborating with peers and Board members.
- Able to analyse financial and other information, make sound judgements, appraise performance and manage risk.
- Able to drive and sustain an effective balance between the Trust's customers and its commercial interests.
- Champion social media for the benefit of customers and internal communications.

### Competencies

- Lead, inspire and motivate the ICT and Business Improvement teams and work effectively in partnership with internal and external stakeholders, the Executive Team, the Board and customers.
- Lead and drive the vision, values and strategic aims of the Trust.
- Active listening skills.
- Able to produce clear, concise and objective written reports on complex issues.
- Excellent presentation skills.
- Excellent negotiating skills, which enable the post holder to represent the Trust credibly in difficult and complex negotiations with key stakeholders.
- Able to plan and manage own workload to achieve deadlines.

### Knowledge and Experience

- Expert knowledge and understanding of how ICT, infrastructure, change and operational services are applied to a diverse organisation.
- Thorough understanding of whole ICT development life cycle, ICT security and governance and an understanding of key developments in the ICT industry and current technology.
- Insight and understanding of the benefits of digital transformation upon service delivery.



- Experience of managing data, data protection and compliance, business continuity and disaster recovery.
- Experience of leading business transformation, driving a culture of adapt and change and developing strategies to deliver business improvement across the Trust.
- Senior management experience with significant staff responsibilities and a proven track record of leading multi-disciplinary teams.
- Experience of driving continuous improvement and performance, and sustaining and enhancing key performance indicators.
- Experience of working within a regulated environment.
- Understanding of risk, assurance and associated controls.
- Knowledge, understanding and practical application of managing large budgets, delivering value for money and quality.

## Commitment

- Leading and driving a culture of improvement and transformation through a project management methodology.
- Empowering the Board to lead and direct the Trust.
- Customer involvement.
- Empowerment, equality and diversity and personal integrity.
- Working as part of a team.
- Principles of staff learning and development, and engagement.
- Leading and driving effective organisational, team and individual behaviour.

## Qualifications

- A professional or management qualification/s, relevant to this role. Evidence of continuing professional development is desirable.

## Other

- Flexibility to attend evening and weekend meetings, as required.
- Full Driving license or ability to travel around promptly, efficiently and economically as required, on a day-to-day basis.
- Enthusiasm, passion and drive required for a high-profile and demanding position.



# Employment Information

<b>Hours</b>	The basic working week is 37 hours, worked flexibly to suit the demands of the role.
<b>Probation Period</b>	A minimum of 6 months.
<b>Notice</b>	The minimum period of notice from either side is 6 months.
<b>Method of Payment</b>	Salaries are paid on the 21st of each month, or the preceding Friday where the 21st falls on a weekend or bank holiday
<b>Annual Leave</b>	The Annual Leave entitlement is 32 days (full-time equivalent). The leave entitlement of those who join us during the year will be pro rata to the relevant full annual entitlement. Normal public holidays are additional to the above.
<b>Pension</b>	There is currently a choice to become a member of one of three pension schemes at the Trust, including the Cheshire Pension Fund and the Social Housing Pension Scheme. These include both a defined benefit and a defined contribution scheme. There is currently a review underway of pension options for all employees.
<b>Mileage Allowances</b>	The post-holder will be eligible to claim a mileage allowance for journeys on official Trust business.
<b>Smoking</b>	A no smoking policy is in operation.
<b>Car Parking</b>	Free car parking is available at Gadbrook Point.
<b>Childcare Subsidy</b>	A subsidy towards the cost of childcare for pre-school children and children still at primary school is available.
<b>Professional Membership</b>	The Trust will pay the professional membership fees for one professional body per employee.
<b>Sickness Absence Benefit</b>	6 months' full pay followed by 6 months' half pay, per rolling 12 months.
<b>Private Medical Insurance</b>	The Trust will provide a taxable private medical insurance for the post-holder and their spouse, and in some circumstances, their dependents.



## Key Dates & Selection Process

Activity	Timetable
<b>Closing Date for all Applications:</b>	Monday 23 <sup>rd</sup> October - 12 noon
<p><b>First Interviews:</b> First Interviews will take place in Central Manchester.</p> <p><i>NB: Campbell Tickell may ask you permission to begin obtaining references once initial interviews are complete.</i></p>	Thursday 2 <sup>nd</sup> November
If selected for final interview and assessment process, candidates will be emailed information and tasks to undertake after the shortlisting on Friday 10 <sup>th</sup> November 2017, to be completed and returned by Thursday 16 <sup>th</sup> November 2017, in advance of the Final Interviews on the Tuesday 21 <sup>st</sup> November 2017.	W/c 13 <sup>th</sup> November
<b>Final Interviews:</b>	Tuesday 21 <sup>st</sup> November
<p><b>Offer made:</b></p> <p>Please note that any offer will be made subject to the following:</p> <ul style="list-style-type: none"> <li>- Medical Clearance</li> <li>- Background Checks (using an independent external company)</li> <li>- References</li> <li>- Qualifications</li> <li>- Driving Licence &amp; Business Insurance</li> </ul>	Wednesday 22 <sup>nd</sup> November onwards



# Director of Technology and Business Improvement

Salary: c£85k | Based in Northwich, Cheshire

This is a rare opportunity to come into a new executive role with the ability to genuinely shape and influence what happens next in transforming our business.

As a Top Times 100 company and social housing provider our track record of local service delivery is strong. We continually improve our 6,000+ homes and have recently undertaken a series of award winning new build projects to provide affordable, energy efficient housing as well as developing a range of innovative services to support people to live in their own homes, as well as

increase peoples self-reliance within the communities in which we work.

We are looking for someone who can provide the inspiration and leadership for our ICT and Business Improvement teams and drive the implementation of technology and infrastructure across a customer focused business such as ours. What sector you come from is less important than the ability to understand and utilise technology, manage change and realise operational efficiencies that will transform services, making a real difference to people's lives.

Closing date: 23rd October  
First Interview date: 2nd November  
Second Interview date: 21st November

For an informal discussion please contact Bill Barkworth on 07706 369273. You can download the recruitment pack from [www.campbelltickell.com/jobs](http://www.campbelltickell.com/jobs). Telephone: 020 3434 0990 or email [wvht@campbelltickell.com](mailto:wvht@campbelltickell.com).

*The Trust invites applicants from all members of the community, irrespective of sex, marital status, race, religion, disability, sexual orientation or age.*

 CAMPBELL TICKELL  
RECRUITMENT



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