

DIRECTOR OF COMMUNITIES

Recruitment pack | September 2024



Established to make a real difference



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YOUR APPLICATION

Thank you for your interest in the Director of Communities role at Joseph Rowntree Housing Trust (JRHT). You will no doubt complete your own due diligence but do read this pack carefully as it will provide you with a good overview of the organisation and the role.

To apply, we will need the following from you:

- A CV. Make sure this confirms your current/ most recent roles (you can sum up earlier roles, say before the last 15 years), tell us about your achievements so we get a picture of your skills and experience, and try to keep it to two pages or three at most.
- A personal statement. We want to hear about your motivation, why this role/ organisation, and you will also want to evidence how relevant your offer is to the role specification; again, ideally in two to three pages; and
- The declaration form, which is accessible via the role page on our website and includes space to indicate if you cannot attend any of the interview dates.

Please submit your completed application documents using the online form, which is accessible via our jobs page: www.campbelltickell.com/jobs. You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call **020 3434 0990**.

The role closes **Thursday 10th October (9am) 2024**. Please ensure we receive your application in good time.

Do call me or email 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.



Kelly Shaw | Senior Associate Consultant
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WELCOME

The Joseph Rowntree Housing Trust (JRHT) has a unique legacy stretching back more than a century. Our founding principles - to ensure good housing and therefore good living standards and prospects – are just as relevant now as they were when we were first established in 1904.

We know that the environment we currently operate in is quite different but equally challenging. The impact of the global pandemic, the UK exit from the EU and cost-of-living pressures has provided the organisation and its residents with a demanding backdrop which brings both difficulty and uncertainty. We also know that more is being expected from organisations such as JRHT in terms of our approach to issues such as safety and engagement. With these challenges, the need for quality affordable housing and good care options for people is as acute as ever. JRHT firmly believes it can deploy its expertise, resources and build better relationships to respond positively.

We have recently taken time with our residents, colleagues and Board to respond to the challenge from the 'Better Social Housing Review' that stated that 'Every housing association, and the sector as a whole, should refocus on their core purpose and deliver against it.' We have also been focusing on ensuring we are responding effectively to the requirements of the new RSH Consumer Standards and improving tenant satisfaction. As part of this we have established a new core purpose, which is

Joseph Rowntree Housing Trust (JRHT) strives to be a housing association that is sustainable and engaging, and provides high quality and continuously

improving services and decent affordable homes in well managed communities prioritising those in greatest need.

As a result, we are working hard and making progress on developing the following -

- **Resident voice** – we have moved to strengthen the role of residents in our organisation with the creation of the Resident Assembly and our recruitment of tenant board members.
- **High quality services** – we are challenging ourselves to improve our core services and improve resident feedback and satisfaction levels.
- **Safe and secure homes** – in the last 2 years we have radically changed our approach to dealing with damp and mould issues and have concluded a 100% review of stock condition and energy performance.
- **Equity, Diversity and Inclusion** – in partnership with JRF we are investing in EDI and anti-racism including a recently recruited Head of EDI and a comprehensive review of our current approach, opportunities and future priorities.
- **A pipeline of new affordable homes** – we have established a target of 1000 new homes by the early 2030's and are making significant progress on this.



- **Reimagining our relationship with JRF** – we have a long and enduring relationship with the Joseph Rowntree Foundation with the opportunity to look at what the future can deliver for our shared interests and ambitions.

Within this context JRHT is looking for a Director of Communities to join the JRHT Executive team with exceptional ability to assist with delivering our core services to residents including rent collection, allocations and letting, day-to-day contact, resident engagement, responding to complaints, developing communities and communications.

This role will be at the forefront of the next chapter in JRHT's history and will be pivotal in listening to stakeholders and influencing the way that JRHT works with residents and how we deliver an excellent customer experience.

We are looking for someone who can evidence key experience but also who can illustrate the ability to deliver positive change and improvement. Working with myself, and our newly appointed Director of Asset Management, Director of Finance, People and Technology and Director of Care, you will be part of a transformational JRHT Executive team embodying our core values; showing we care, building trust and making a difference.

I am delighted that you have started to look at this recruitment pack and if you are interested in shaping the next part of our history, then I very much look forward to receiving your application

Chris Simpson CIHCM
JRHT Executive Director



ABOUT JRHT

The Joseph Rowntree Housing Trust (JRHT) was founded in 1904 as a charitable trust. It is now a formal subsidiary of the Joseph Rowntree Foundation (JRF), and together these entities are known as the JRF-JRHT Group.

With a portfolio of 2,573 homes including those for general needs, low-cost home ownership, homes for older people and care schemes, we are registered with both the Regulator of Social Housing (RSH) and the Care Quality Commission (CQC). Operating predominantly in York, but also in Leeds, Scarborough, and Hartlepool, as well as other smaller communities in North and East Yorkshire.

We have a fantastic staff team of around 500 colleagues who work hard to deliver services and support. Our person-centered approach means that our care services are tailored to individual needs. Our new Residents' Assembly brings together resident representatives from many of the neighbourhoods in which JRHT has homes. Meeting on a regular basis, its aims are to strengthen resident voice, improve

transparency, and ensure residents influence the way we develop and deliver their services. The assembly also provides a platform for residents to engage directly with senior leaders and Board members on strategic issues and areas of interest which are important to them and their communities.

We are awaiting the outcome of a recent planned inspection with the RSH but are currently compliant with RSH governance and viability standards (G1 and V2). You can read our 2023 annual report and financial statements [here](#).

Our Board and **JRHT** Executive ensure that we remain true to our values and agreed behaviours, which are

- We're built on trust: act with integrity; always improving; and communicating well.
- We show we care supportive; inclusive; and respectful.
- We make a difference: working together; outcomes focused; and resourceful.



ROLE PROFILE

DIRECTOR OF COMMUNITIES

Reports to: JRHT Executive Director

Department/Section: JRHT Communities

Responsible for: Head of Extra Care, Housing Lead, Communities Lead, Service Transformation Lead, Communications Manager and Housing Coordinator

Purpose of role

- To provide strategic direction and leadership to those involved in provision of service to our general needs, sheltered, extra care and shared ownership communities including community contact and access, rent collection, income management, money and benefit advice, lettings and allocations, tenancy management, community development, resident involvement and feedback, delivering exceptional and excellent services in compliance with relevant regulation and legislation.
- You will report directly to the Executive Director and work collaboratively with the Director of Asset Management, Director of Finance, People and Technology and Deputy Director of Development. As part of the Senior Leadership Team, you will contribute directly to JRHT's wider corporate strategy, business planning and strategic risk management.

Key Responsibilities

- Ensure that the wide-ranging professional and technical requirements for housing management services are achieved, including but not limited to compliance, risk management, monitoring and reporting.
- Ensure JRHT policy, practice and performance are aligned to deliver operational services that are compliant with regulation, resident focused, innovative and continuously improving and delivering best practice.
- Provide clear leadership to the team, including setting objectives, coaching, support, and performance management, ensuring they are well positioned to develop and deliver services and demonstrate continuous improvement and high productivity in line with targets and budget parameters.
- Facilitate cross organisational working through the development of positive and collaborative working relationships. Motivate and inspire teams to deliver outstanding performance, high levels of resident satisfaction and value for money services.
- When required to, assume lead responsibility for major or strategic projects.
- Take responsibility for identifying and managing risks related to housing and community services and put in place appropriate controls to ensure those risks are effectively mitigated.
- To hold overall responsibility for ensuring the safeguarding of children and adults within your services.

- Keep up to date with relevant changes in legislation, regulatory and wider political, environmental, and technical issues and develop services to respond to these.
- Provide strategic and operational advice and reports to the Executive Director for presentation to the Board, relating to all relevant aspects of housing management.
- Ensure that JRHT housing and community service delivery plans comply with the requirements of our various regulators and meet the legal requirements of a Registered Provider.

Scale and Scope

Corporate/Organisational responsibilities

- As a member of the JRHT Senior Leadership team, adopt a collaborative and supportive approach, maintain up to date professional knowledge and provide advice and assistance to colleagues as required.
- In conjunction with the Executive Director and other Directors, contribute to the development of strategic and financial plans and keep the business plan and other key strategies under review and manage and mitigate risk.
- Set, achieve and be accountable for departmental performance targets, including benchmarking performance externally. Effectively communicate relevant business and performance data to the department, customers, and stakeholders where appropriate.

- Determine and monitor standards of performance throughout the range of the directorate's operations. In all aspects of the organisation's work, promote effective communications, excellence in customer service, and a focus on continuous improvement.
- You will champion JRHT's equality, diversity, and inclusion goals.

Budget responsibility:

- Rental and Service Charge Income £14.9m.
- Housing and Communities £7.9m.

Geographical responsibility:

- Specific areas including York, Hartlepool and Scarborough and Leeds where JRHT has significant and/or established communities and services.
- Other areas within West and North Yorkshire where JRHT has smaller or emerging communities and services regulatory bodies, key partners and their standards.
- Consumer standards (Safety and Quality, Transparency and Influence, Neighbourhood and Community, Tenancy)
- Housing Ombudsman – responsibility for the annual compliance against the complaints standard and response to enquiries.
- Local authorities, commissioners, and services providers.

PERSON SPECIFICATION

DIRECTOR OF COMMUNITIES

Knowledge Skills and Experience

Ideally you will be able to demonstrate strength and depth in your experience, knowledge and skills.

Experience

- Working with a Board in a similar size/type organisation to develop and deliver JRHT's strategic objectives.
- Working as part of a senior leadership team in a similar size/type organisation to deliver resident focused services that meet the specific needs of different groups of people within our communities.
- Developing and delivering quality and stable services while embedding improvements in performance.
- Leading and inspiring change and a performance related and customer focused culture, ensuring dynamic services and the highest standards of customer care.
- Experience of enabling effective resident, colleague and stakeholder engagement in decision making processes and service development.
- Understanding and implementation of new technology that aids the engagement development and delivery of services,
- Strong financial track record developed within a multi-stakeholder and regulated environment.
- Effectively managing significant budgets to deliver value for money services and other activities.

- Identifying, developing, and maintaining key operational, regulatory and strategic relationships within and outside of the organisation.
- Identifying, developing, and supporting talent in the organisation to create a sustainable and engaged workforce.

Knowledge and Skills

- Analytical skills to include a logical, structured, and imaginative approach to problem solving, with good business and project analysis skills.
- Ability to motivate and inspire teams to deliver outstanding performance, high levels of customer satisfaction and value for money services.
- Knowledge of the regulatory, legal and financial framework in which housing associations operate.
- Ability to work and communicate meaningfully and effectively with a diverse range of Board members, colleagues, residents, regulators, and other stakeholders both verbally and in writing.
- You will have the ability to empower JRHT residents and ensure that their voice is heard, and aspiration reflected in JRHT's approach to housing and community services.
- Working knowledge of landlord, tenant, and leaseholder law within a social housing context.
- Excellent understanding of the regulatory requirements relating to housing associations.



- Working knowledge of the role of the housing ombudsman and its changing focus.
- Ability to both develop, lead and contribute to different teams.
- Possess a strong working knowledge of safeguarding children and adult processes and procedures.
- Professional qualification, degree or similar by experience.
- Ability to take on professional development activities commensurate with this role.

What defines success in the role?

- Demonstrating JRHT values.
- Delivering regulatory compliance.
- Leading and influencing strategy development.
- Delivering stable, reliable, and high-quality services.
- Demonstrating progress through performance target achievement.
- Building an effective and engaged team.
- Evidence of organisational progress and development through feedback from regulators, board residents and colleagues.

Values and Behaviours

JRHT's values mean that we -

- Are built on trust.
- Show that we care.
- Make a difference.

This requires a role model and champion and someone who supports and holds others to account for living the values through demonstrating positive behaviours.

Create and champion a culture of trust by:

- **Acting with Integrity** – doing the right thing in the right way and delivering on promises.
- **Always Improving** – open to new ideas, feedback and embracing change.
- **Communicating well** – listening without judging, sharing information in a way that makes sense to the receiver, asking questions, being curious to ensure understanding and adapting style to achieve the best outcomes.

Create and champion a culture that cares by:

Supportive – giving people time, considering their wellbeing and perspective when acting

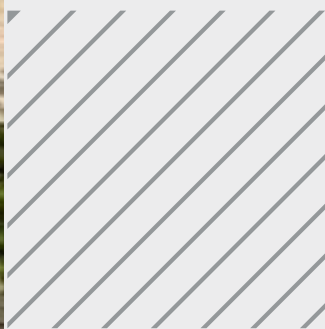
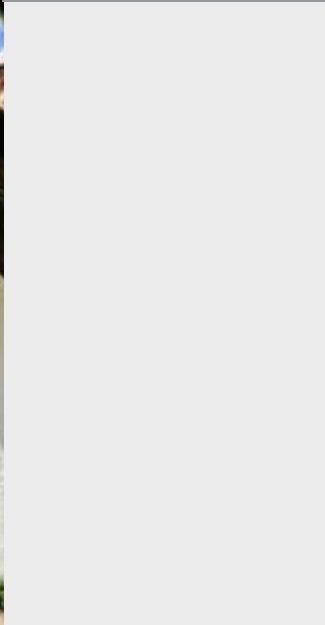
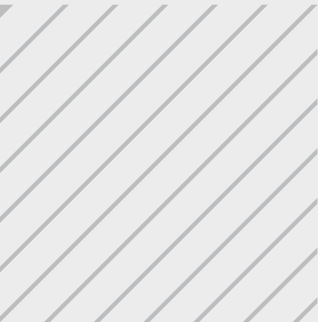
Inclusive – actively valuing difference (for example, behaviour, cognitive, gender, sexual orientation, ability, religion, race, background, perspective), people are proud of who they are

Respectful – showing polite and courteous behaviour, treating people with the same respect irrespective of their personal circumstances.

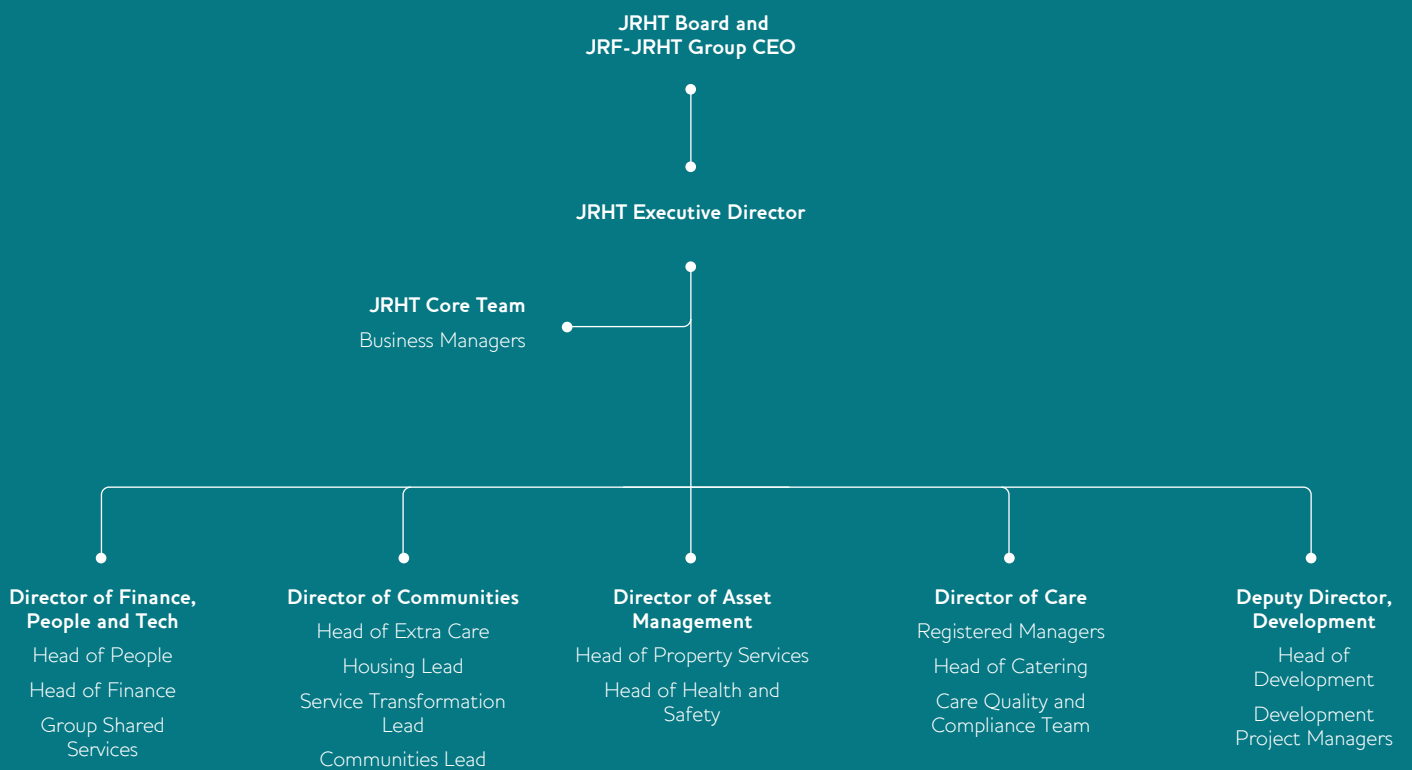
Create and champion a culture that makes a difference by:

- **Working together** – focusing on what's best for the organisation, sharing information, encouraging teamwork and spotting and solving problems.
- **Outcomes focused** – focusing on delivering outputs and outcomes through teams in line with business and strategic plans.
- **Resourceful** – proactive and regular review to optimise all our resources, finding new ways to deliver value for money through our activities.





SENIOR LEADERSHIP STRUCTURE



KEY TERMS AND CONDITIONS

Position

Director of Communities

Salary & Reward Package

The annual remuneration for the role is c.£90K per annum.

We have an excellent defined contribution pension scheme with employer contributions of 6%. There is a comprehensive support and wellbeing package that is available to all staff. This includes access to a private health scheme. There is also life insurance cover of 3 times annual salary.

Flexible Working & Location

JRHT operates with usual office hours, operating with a hybrid of home and office-based working. However, as this is a leadership post, flexibility is expected in fulfilling the role requirements. This will include evening work and occasional weekends too.

The office is located at The Garth, White Rose Avenue, New Earswick, York, YO32 4TZ.

Visibility across the entirety of the operating geography is going to be key.

Annual Leave

33 days annual leave, including bank holidays, with the option to buy or sell.

Probation & Notice

There is a six-month probationary period. The notice period after that is 3 months.

Other Benefits

- Discount packages with over 800 retailers.
- Enhanced maternity, paternity and adoption pay.
- Health care cash plan.
- Low-cost employee loans & saving accounts with Leeds Credit Union.
- Cycle to work schemes.
- Employee Assistance programme (giving completely confidential care, support and advice when you need it 24 hours a day, 365 days a year).
- Season Ticket Travel Loan.
- Give as you earn scheme.
- Eye care vouchers.
- Free onsite parking.
- Excellent training and development.

KEY DATES AND THE SELECTION PROCESS

Closes: Thursday 10th October 2024 | 9am

We will be in touch to let you know the outcome of your application early the following week.

First interviews: Wednesday 23rd October 2024 | via Teams

Longlisted candidates will be interviewed by a Campbell Tickell panel. There will be the opportunity for an informal discussion with Chris Simpson, the JRHT Executive Director on Wednesday 23rd October 2024.

Remote Testing & WAVE psychometric testing
| w/c 28th October

Stakeholder Sessions & Final Interviews
| 8th November 2024

The interview will be led by Chris Simpson and JRHT colleagues (tbc nearer the time). Kelly Shaw from Campbell Tickell will also be in attendance. There will be an opportunity to meet a resident's panel and colleague panel.

If you cannot attend on any of the published dates, please speak to Campbell Tickell before applying.



DIRECTOR OF COMMUNITIES

C. Egok | York

The Joseph Rowntree Housing Trust (JRHT) is a provider of housing and care, and we manage around 2,500 homes across York, North Yorkshire, and parts of the Northeast. Together with our parent company The Joseph Rowntree Foundation (JRF), the charity that strives to inspire the delivery of social change, we form the JRF-JRHT Group with a proud history and heritage stretching back more than 100 years.

The organisation is also going through change and has recently refocused its core objectives and delivered significant work on the new consumer standards. To continue this transformation, they are now seeking a Director of Communities who will play a pivotal role in guiding, influencing, and facilitating this journey.

The Director of Communities will report to the JRHT Executive Director and will be accountable for leading the development and delivery of high quality, responsive and resident focused services. Whilst this could be your first Director role, you will bring senior leadership experience, with a focus on people. You will also be a role model for the organisation and how we do things to support the delivery of excellent services to our customers.

With the addition of three new Directors in Assets, Care and Finance in the last year, you will be joining a newly established team, making this an exciting opportunity.

JRHT aims to deliver high quality, continuously improving services. This includes providing inclusive and welcoming services and by being an inclusive organisation. We particularly want to welcome applications from a diverse range of people. This includes those who are currently underrepresented in the organisation including disabled people and people from Black and minoritised ethnic groups.

If you wish to join an organisation that allows you to play a part in supporting the positive impact on peoples lives every day, then please contact **Kelly Shaw** at kelly.shaw@campbelltickell.com to arrange a conversation.

A job pack can be downloaded from www.campbelltickell.com/jobs/

Closing Date | **Thursday 10th October 2024 (9am)**

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