

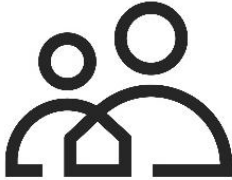
Head of Housing

Recruitment pack

February 2025



CAMPBELL
TICKELL



simply
affordable
homes

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Your application

Thank you very much for your interest in the Head of Housing post for Simply Affordable Homes RP Limited (Simply Affordable Homes).

On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

You will no doubt do 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. After you have done that, please feel free to get in touch with one of us, so that we can talk through your offer and get a sense of how it aligns with what Simply Affordable Homes is seeking.

To apply, we will need the following from you:

- A CV. Make sure this confirms your current/most recent roles, including any NED posts; and 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; 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 at 09:00 on Monday 10th March 2025. Please ensure we receive your application in good time.

We are happy to have further discussion, so drop one of us an email at the address below and we can arrange a time to speak.

Kind regards

Isabella

Isabella Ajilore | Search Consultant

Isabella.Ajilore@campbelltickell.com | 07572 166417

Gera

Gera Patel | Partner

gera@campbelltickell.com | 07813 149629

Welcome to Simply Affordable Homes

I am so pleased you are taking a look at this opportunity to join the team at Simply Affordable Homes.

We established Simply Affordable Homes as a registered provider (with the RSH) to make an active contribution to tackling the housing crisis. Our for-profit model has enabled us to attract long term private investment capital to support the provision of more affordable homes to those in need. Our funding is sourced via Savills Investment Management. Savills Investment Management (Savills IM). Savills IM is an international investment manager, operating in 13 countries and with circa Eur 21.5bn of assets under management. This means that the Simply Affordable Homes company is already robustly anchored. Furthermore, we have a highly experienced Board and Executive team.

Our housing portfolio is set to grow at pace over the next couple of years. We have currently raised over £100m of equity capital to invest, with an ambition to raise and invest over £500m over the medium term. Our geography spans the South East up into the Midlands, and further investment will see us consolidate our housing stock across affordable and shared ownership tenures.

We have created this new role of Head of Housing to bring further senior capacity to our housing operations team. The planned growth in our portfolio of homes means that we need a dedicated and experienced housing lead to ensure we retain a focus on meeting regulatory standards and in the delivery of high-quality homes and services. You will be taking oversight of third-party managing agent contracts, providing assurance that our service contract expectations for customer service, budget, and quality are being met.

It is an exciting time to be joining us. The foundations are in place, but you aren't inheriting outmoded approaches where things can't change. Instead you will be an important team player in helping us to further develop and refine our systems and approaches. Your influence will be noticed and as you'll bring senior housing management experience and regulatory insight, you can also be assured of being impactful. We will welcome your perspectives, and if your creativity is solutions focused, that will be especially valuable. There is pace, as we are an energetic team that make things happen. We are goal orientated and commercially minded, but importantly all of that is underpinned by a relentless focus on quality. We care about what we do, how we do it and the impact it has on our customers.

Do speak to Campbell Tickell if you feel that this is the type of setting where you will thrive. We are *working together, to create better homes for the future*. I hope you will want to join us in that endeavour.

Warm wishes

Dominic

Dominic Curtis | Chief Executive Officer

Role profile

Reports to:	Operations Director
Line manages:	n/a
Key external relationships:	Key internal relationships:
Pinnacle and other third-party service providers; RSH; Housing Ombudsman; local authorities; internal auditors; consultants/ advisors; and housing trade bodies.	Executive; Board; wider staff team; and resident groups.

Role purpose:

- Responsible to the Operations Director in supporting the overall leadership of SAH, including contributing to the delivery of the vision, values, and corporate priorities of the organisation.
- Ensures the delivery of high-quality and value for money end-to-end housing management services which are responsive to customer needs, in alignment with agreed quality standards.
- Takes robust oversight and contract management of the service agreement with Pinnacle and other third-party providers that deliver housing management support to SAH customers, including ASB, complaints and safeguarding.
- Ensures company compliance with statutory and regulatory requirements across the housing management function.
- Is a collaborative and accountable senior colleague, who sets the tone for wider organisational culture, helping to instilling a culture of ambition for high performance, sustainability, and efficiency, with a focus on impact.
- Supports the positioning of SAH to be a pre-eminent registered social housing provider, establishing an excellent reputation and impactful profile.
- Acts as an ambassador for SAH, developing effective networks that will add value to help position SAH as a reputable housing provider.

Key responsibilities:

1. Strategic infrastructure

- 1.1 Contribute to developing and setting the overall strategy for SAH.
- 1.2 Lead on the production and delivery of the strategies for housing management, ensuring they meet all compliance and regulatory requirements.
- 1.3 Keep abreast of statutory, political, regulatory, and economic trends across the broader environment, and be informed by best practice.
- 1.4 Support the Operations Director to ensure that the Board of SAH is fully briefed on pending or actual changes in legislation, policy or the regulatory framework which may affect the company's housing management approach.

2. Assurance and control

- 2.1 Support the maintenance of a robust framework of governance to maintain accountability to the Board.
- 2.2 Support the maintenance of a robust framework of business assurance/risk management, that is proportionate to the business of housing management at SAH.
- 2.3 Continually monitor and manage income and expenditure across allocated budgets including any third-party contracts to ensure a robust approach to financial control.
- 2.4 Maintain a comprehensive policy and compliance framework for housing management activity, ensuring that SAH also remains fully compliant with the regulatory standards.
- 2.5 Work to the organisational-wide performance management framework, supporting data integrity and transparency in the setting and reporting of progress against targets.

3. Operational delivery

- 3.1 Lead and manage the delivery of all landlord services, creating a culture of 'customer first', with a focus on performance, quality and cost control.
- 3.2 Lead on the procurement of out-sourced services in respect of housing management, ensuring a robust approach to - detailing specification requirements; tendering; supplier appointment; and on-going contract management.
- 3.3 Maintain oversight of robust contract management, leading on negotiations to ensure that service provision continues to meet company objectives and the needs of customers.
- 3.4 Maximise the income collected and reduce void loss to improve cash flow.
- 3.5 Build in customer engagement to the delivery of landlord services, ensuring compliance with consumer regulation.
- 3.6 Lead on the collection, analysis and assessment of customer feedback to improve service delivery responsiveness, including from any out-sourced service providers.
- 3.7 Ensure health and safety is paramount in delivery.
- 3.8 Ensure poor performance is tackled through resolution and/or escalation.
- 3.9 Keep housing management service delivery frameworks under review, with advice from internal auditors and other consultancy reviews, so as to implement a culture of continuous improvement and be open to learning and innovation.
- 3.10 Keep an overview of housing management services by carrying out regular estate visits.

4. People and relationships

- 5.1 Be an effective organisational-wide senior leader, able to maintain strategic oversight and operational delivery.
- 5.2 Promote an inclusive culture and demonstrate a clear understanding of the interdependence across equality, diversity and inclusion.

No role profile at this level can cover every eventually. The postholder is expected to be flexible in responding to participation in other projects and activities commensurate with the skills required for this role.

Person specification

Qualifications:

- a. Professionally qualified and holding current membership of the Chartered Institute of Housing. Continuing professional development would be an advantage.

Knowledge and experience

- b. Experience of operating at a senior level within a social landlord, with direct responsibility for housing management services.
- c. Up to date knowledge of the legislation and regulatory framework that underpins the provision and management of social housing. Experience across multiple tenures e.g. affordable housing; intermediate rents; shared ownership etc. would be advantageous.
- d. Track record of delivering meaningful resident/customer engagement that appropriately influences service design and delivery, including familiarity with requirements of consumer regulation.
- e. Track record of robust contract management, able to ensure service expectations are met, with close monitoring of agreed quality standards and cost schedules, to hold contractors to account.
- f. Insight into how to support good governance requirements. Direct experience of working successfully with a Board or a Customer Committee to develop strategy and ensure assurance would be an advantage.
- g. Insight into managing a matrix of relationships with partners, advisors, contractors, and internal colleagues etc. with purpose to achieve business goals.
- h. Understanding of embedding equality, diversity and inclusion in all aspects of work.
- i. Experience of translating strategic objectives into viable operational and delivery plans.
- j. A track record of leading a multi-disciplined staff team, developing successful and high performing teams would be advantageous. While there are currently no direct line management requirements, it is expected that as the portfolio of housing grows, the team will grow too.

Skills and abilities

- k. Articulate, with excellent written, presentation and interpersonal skills, with an engaging and approachable style, that appeals to a variety of audiences.
- l. Strong team player, able to both support and challenge colleagues as appropriate.
- m. Able to be persuasive and negotiate effectively to achieve buy-in.
- n. Skilled at fostering an environment that encourages collaborative working, building high levels of trust.
- o. Assess risk and promote risk awareness without being risk averse.
- p. Able to make sound judgements, give advice to others and be accountable for that advice.

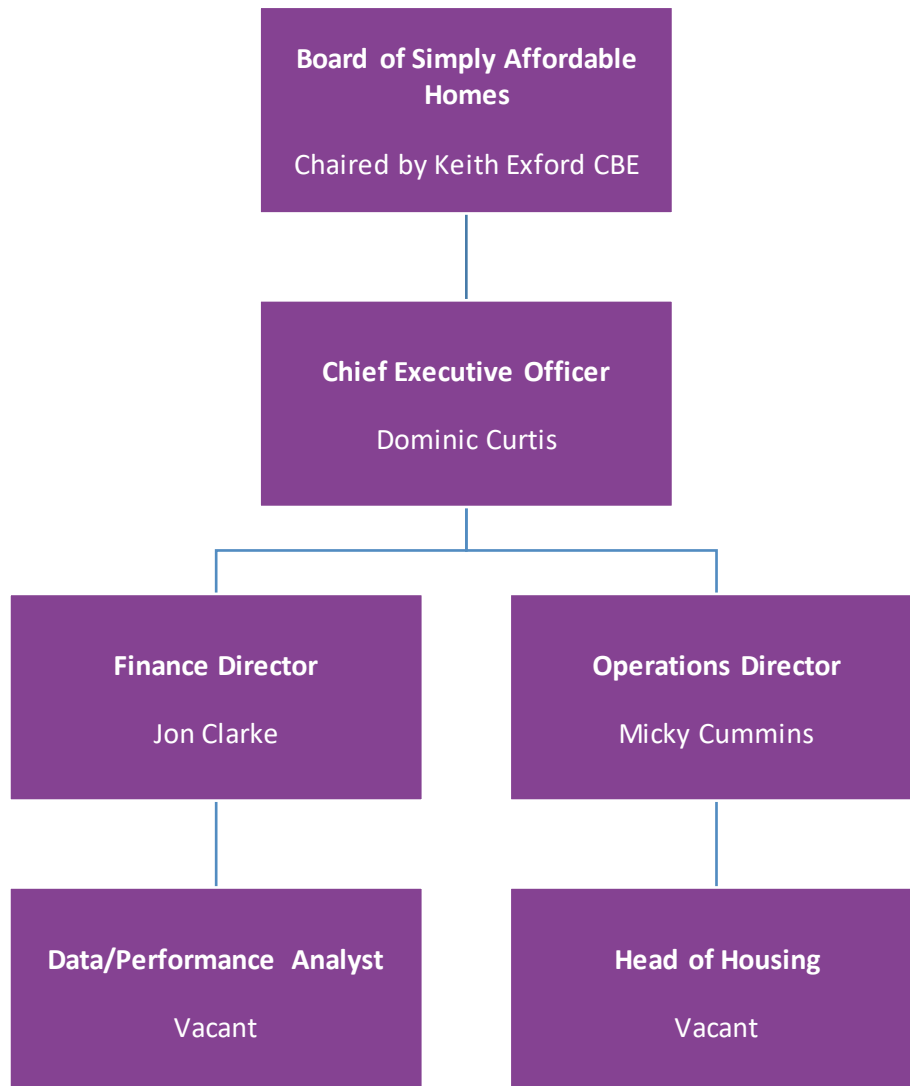
Personal attributes

- q. Works with integrity that engenders respect and confidence.
- r. An unstinting commitment to equality, diversity and inclusion.
- s. Has drive, energy and passion to deliver the best.
- t. Resilient, can be flexible, and agile, thrives in a changing environment.
- u. Values innovation, creativity and champions the use of new tech, with a commitment to learning for self and others.

Additional global standards

- v. Comply with all regulatory requirements and laws as applicable to your role.
- w. Comply with the firm's policies and procedures pertaining to your role and the jurisdiction in which you operate.
- x. Abide by any local regulatory requirements.
- y. Responsible investment – considering environmental, social and governmental factors, as well as impact outcomes which are relevant to your role.
- z. Consider diversity and inclusion elements across all provisions of your role.

Organisation structure



Key terms and conditions

Remuneration

Salary is circa £80,000 depending upon experience. There is also access to consideration of a performance related bonus.

Other terms

As Simply Affordable Homes is a new entity the finer detail on other terms and conditions (e.g. pension, annual leave etc.) is being worked through. These will be market competitive, and we will discuss them with you as you move through the selection process.

Working arrangements

Full time hours are 37 hours per week. However, given the seniority of the role, flexibility is essential, including evenings and occasional weekends.

Simply Affordable Homes has a central London office (Margaret Street, W1G) and has adopted hybrid working arrangements, so staff are typically in the office for one to four days per week, depending upon their role. Visibility is crucial in this role, with our customers and contractors, including across our operating areas. So, this will mean travel to various sites across the UK.

Key dates and the selection process

Closing date: Monday 10th March 2025 | 09:00

We will be in touch to let you know the outcome of your application by the end of this week.

First interviews: Tuesday 18th March 2025 | via Teams

Longlisted candidates will be interviewed by a Campbell Tickell panel.

We will be in touch to let you know the outcome of the interview by the end of this week.

Final stage selection:

Final interviews | TBC, end of March 2025 | In-person

After the final interview the preferred candidate will be asked to meet with senior colleagues from Savills, just ahead of final confirmation of appointment.

If you are unable to participate on any of the identified dates for interviews or other sessions, please do speak to Campbell Tickell before making an application.

Media advertisement



simply
affordable
homes



Head of Housing

Circa £80k plus competitive reward package

London/multi-regional presence

Working together, to create better
homes for the future

Simply Affordable Homes RP is well-established and reputable registered for-profit housing provider. With capital investment from a range of investors, we are contributing to tackling the housing crisis, with the supply of affordable and shared ownership homes.

For this new role, we seek senior housing management experience. You will have a good understanding of working within the housing regulatory framework. But most importantly, you will be a champion for the delivery of high-quality housing services to a broad range of general needs and shared ownership customers.

It's a unique chance to shape this new role and be part of a dynamic team. We work at pace and are goal orientated, but importantly that is underpinned by a relentless focus on quality. We care about what we do, how we do it and the impact it has on our customers.

The office base is in London, but hybrid working means we can be flexible about your base location. Your influence will be noticed, and your creativity valued. We could be the setting where you can thrive, so get in touch to find out more.

To arrange a conversation, please contact:

Isabella Ajilore | Search Consultant

Isabella.Ajilore@campbelltickell.com | 07572 166417

Download a pack from <http://www.campbelltickell.com/jobs>

Closes | Monday 10th March 2025 | 09:00

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