



# RECRUITMENT

Executive Director of  
Housing & Communities

# Contents

Executive  
Director of  
Housing &  
Communities

Letter to Applicants
Job Advertisement
Job Description and Person Specification
Principal Terms and Conditions
About Watmos Community Homes

# Letter to Applicants

Executive  
Director of  
Housing &  
Communities

April/May 2022

Dear Applicant,

**Re: Executive Director of Housing & Communities**

Thank you for responding to our recent advertisement for the post of **Executive Director of Housing & Communities**.

The following are accessible via our online recruitment site.

- An application form (including Criminal Records Disclosure Form and Equal Opportunities Monitoring form).
- The job description.
- The person specification.
- Principal terms and conditions of employment.

Further information about Watmos can be found on our web site [www.watmos.org.uk](http://www.watmos.org.uk)

Before completing your application, please read the job description and the person specification carefully. The selection panel will only short list applicants who have demonstrated on their application form that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application. You may refer to not only your paid work but also any voluntary work and your personal activities. **You must complete the online application fully including all education, all employment history and additional information as the panel will not consider information on your CV.** Should you have any questions or have special requirements please e-mail [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk) or contact Raj Kaur, Human Resources Officer on 01922 471910.

- The closing date for receipt of applications is **1<sup>st</sup> May 2022**.
- Shortlisting will take place on **3<sup>rd</sup> May 2022**.
- Interviews will be held on **9<sup>th</sup> May 2022**.
- Potential second interview if needed on **13<sup>th</sup> May 2022**.

We regret that we will not be able to contact applicants who have not been shortlisted. Therefore, please assume that you have not been successful if you do not hear from us before the interview date.

All the very best with your application.

Yours sincerely,

*M. Anderson*

Michael Anderson  
**Group Human Resources Manager**

# Advertisement

## Executive Director of Housing & Communities



Leading the way in resident-managed housing Watmos Community Homes' unique approach has put it at the forefront of empowering communities. Our approach is to employ outstanding and dedicated individuals who share our passion for improving people's lives in line with the ethos of our organisation. We wish to build upon the achievements and strengths of the tenant management organisations that form the Group and collaboratively deliver our corporate priorities.

### Executive Director of Housing & Communities

**£91,335 plus benefits.**

**Location: Lambeth, London. Hybrid working.**

This exciting opportunity has arisen to become our new Executive Director of Housing & Communities. Building a great resident experience is at the heart of everything we do and you will lead, manage, shape and improve our housing and customer services.

We are seeking an exceptional individual capable of providing inspirational strategic and operational leadership to ensure the delivery of housing, leasehold, performance, customer service, community development and community empowerment services of the highest quality in line with our ethos, vision and values.

Most importantly, you will come in to an organisation where you can make a difference to people's lives. You will drive forward, champion and embed a cutting edge customer-centric culture across the Group. Working closely with our resident volunteers and colleagues, you will bring about improvements to systems and processes and ensure staff have the training and support to deliver a great customer experience.

You will be skilled in developing and sustaining collaborative relationships with a wide range of stakeholders, possess strong leadership, interpersonal and motivational skills, excellent written and verbal communication abilities and have a clear commitment to resident management and co-operative housing principles.

In line with our ethos as an organisation we are committed to creating a diverse and inclusive organisation with a sense of belonging, where everyone knows their opinions matter and their talents can be fully utilised. We encourage applications from those of all backgrounds and strongly value having a workforce that includes people who have different life experiences.

**To download a recruitment information pack and complete an online application form:**

**Visit:** <https://watmos.current-vacancies.com/Careers/Watmos%20VSP-1722>

**e-mail:** [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk)

**Write to:** Raj Kaur, Human Resources Officer  
Watmos Community Homes, 116-120 Lichfield Street,  
Walsall, West Midlands, WS1 1SZ

**Closing Date:** 1<sup>st</sup> May 2022

# Job Description

## Executive Director of Housing & Communities

<b>Job Title:</b>	Executive Director of Housing & Communities
<b>Responsible To:</b>	Chief Executive
<b>Responsible For:</b>	2 x Area Operations Manager (Walsall & London), Leasehold Services Manager, Projects and Performance Officer and Head of Communities.
<b>Portfolio Holder Of:</b>	Housing and estate management, income collection, allocations and lettings, leasehold services and communities.
<b>Significant Relationships:</b>	Watmos Group Staff Board Members TMO Committee Members Suppliers Contractors Visitors
<b>Location:</b>	Lambeth, London. Hybrid Working.
<b>Special Conditions:</b>	Some weekend and evening work will be required. Travel to Walsall. Designated responsible officer for meeting the Regulator's Consumer Standards.

### Job Purpose:

- Be responsible for and oversee housing management service delivery including allocations and lettings.
- Be responsible for and oversee estate and leasehold service delivery.
- Shape services to achieve priorities through management of people and resources.
- Be responsible for and oversee delivery of our community development, empowerment and involvement plans.
- Be responsible for our performance management and strategy reporting.
- Be responsible for customer engagement, insight and complaints.



# Job Description

## Executive Director of Housing & Communities

1. Provide a customer orientated service to all residents. Keep abreast of changes in legislation, regulation and ensure that information, advice and guidance is provided to staff, tenants, Board Members and other appropriate bodies and groups. Maintain positive relationships with the TMO's and Area Boards ensuring staff effectively consult and account across all service areas.
2. Manage, direct and co-ordinate an integrated Housing Service to include continuous improvement and service development across:
  - Estate and tenancy management.
  - Customer services.
  - Income management, rent recovery and benefit advice.
  - Allocations and lettings.
  - Leasehold services.
  - Community development, empowerment and involvement.
3. Manage relationships with multiple internal and external stakeholders and to work collaboratively with resident groups to shape and improve services.
4. Ensure effective relationships are maintained with users of services, Local Authorities, public sector organisations, and voluntary organisations.
5. Ensure that policies are developed in conjunction with staff, service users and TMO committees.
6. Be responsible for the development of Group tenant participation services, ensuring that proper opportunities are provided for participation and consultation.
7. Prepare estimates and performance plans, together with the setting and monitoring of all budgets and targets ensuring compliance with the organisation's standing orders and financial regulations.
8. Assist the Chief Executive in establishing a culture of performance management, value for money and customer care throughout the organisation.
9. Assist the Chief Executive in reporting performance against our corporate strategic priorities.
10. Promote good practice and ensure compliance with regulatory requirements and legislation.
11. Set clear standards and goals in all Housing Service functions, which can be used in assessment of the organisation in the appraisal of teams and individuals.
12. Be an active member of the Group Executive Management Team, assisting the Chief Executive in strategic planning, the co-ordination and implementation of the organisation's policies and the achievement of the organisation's objectives.

# Job Description

## Executive Director of Housing & Communities

13. Be responsible for continuous improvement initiatives and service reviews, business planning and performance management, the management of the Group's service improvement plan and the development and documentation of procedures and workflows.
14. Be responsible for the control of expenditure within approved budgets.
15. Be the designated responsible officer for meeting the regulators Consumer standards.
16. Ensure observance and compliance with the organisations policies and procedures, financial regulations and/or statutory requirements.
17. Directly manage staff and provide clear leadership, training, discipline, allocation of duties, welfare, development and safety in accordance with approved HR Policies.
18. Attend and present reports to the Group Board and its Committees.
19. Promote the Mission, Values and Vision of the Organisation in all dealings with the public, colleagues and outside agencies.
20. Comply with and implement the GDPR (General Data Protection Regulation).

**Note:** No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other duties and to provide cover for other staff as requested from time to time.

# Person Specification

Executive  
Director of  
Housing &  
Communities

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
<b>Qualifications</b>			
1.	Degree level education, Chartered Institute of Housing Professional Qualification and/or another relevant professional qualification (or qualified by experience to equivalent level).	✓	
<b>Professional Knowledge &amp; Experience</b>			
1.	Senior management experience in housing management and related functions.	✓	✓
2.	Proven track record in the delivery of high quality housing services.	✓	✓
3.	Experience in developing tenant participation and customer care initiatives.	✓	✓
4.	Considerable experience in developing tenant participation and customer care initiatives.	✓	✓
5.	Considerable experience of effective staff and resource management.	✓	✓
6.	Knowledge of the role of the regulator with regard to the organisations activities and its future development.	✓	✓
7.	Experience of delivering service improvement through lean thinking.	✓	✓
8.	Experience of reporting to and working closely with a Board/Committee.	✓	✓
<b>Skills and Abilities</b>			
1.	Strong leadership, communication and motivational skills.	✓	✓
2.	An ability to ensure meaningful resident input into WATMOS' policies and practice.		✓
3.	An ability to work effectively as a key member of the Group Executive Management Team.		✓
4.	Excellent written and verbal communication skills.		✓
5.	Commitment to accountability, performance management, performance targeting and monitoring.		✓



# Person Specification

Executive  
Director of  
Housing &  
Communities

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
6.	Commitment to equality and diversity for staff and customers.		✓
<b>Flexibility and Commitment</b>			
1.	Commitment to attending evening and weekend meetings and events as required.		✓
2.	Willingness to contribute to and be actively involved in Watmos tenant involvement and community empowerment activities and events.		✓
3.	Willingness to travel efficiently around the UK as required.		✓

# Terms & Conditions

## Executive Director of Housing & Communities

Details of full terms and conditions of employment will be provided in a formal offer to the successful applicant. The following outlines the main aspects of the employment package: -

**Salary:** The annual salary is £91,335 plus benefits.

**Expenses:** The post holder will receive the appropriate mileage allowance where a car is used for business purposes. All reasonable business expenditure (including train journeys, hotel accommodation and subsistence) will be reimbursed on production of receipts.

### **Pension**

- Watmos operates the Pensions Trust FRP Defined Contribution Scheme.
- Your contribution rate is a minimum of 4% of your salary, but you can contribute more should you so wish.
- Watmos also contributes the equivalent of 4% of your salary towards your pension.
- You can opt out of the pension scheme should you so wish.

**Hours of Work:** The post is offered on the basis of a 37 hour week, Monday to Friday. Some evening and weekend work is required.

**Flexible Working Scheme:** Watmos operates a flexible working scheme, offering employees the opportunity to build credit to take up to one day off every 4 weeks depending on work commitments and cover.

**Annual Leave:** Annual leave entitlement is 25 days rising to 30 over a five year period pro-rata as appropriate for part-time or fixed-term posts.

**Bank Holidays and Additional Days:** Watmos' staff are entitled to 12 additional days leave that fall under the categories of Bank Holidays and additional concessionary days.

**Professional Subscriptions:** Watmos will reimburse the cost of one annual subscription to a relevant professional institution.

**Salary Sacrifice Schemes:** Watmos offers a range of salary sacrifice schemes including car lease, childcare vouchers and cycle to work.

**Retail Discounts:** Watmos offers a retail discount scheme offering high street, travel and leisure discounts.

**Travel to Work Loan:** Watmos offers a travel to work loan scheme to assist with the purchase of travel season tickets.

**Flu Vaccination:** Watmos offers a free flu vaccination.

**Probationary Period:** The post will be subject to a six months probationary period.

**Notice Period:** You may terminate your employment with Watmos by giving six months' written notice. The minimum period of notice to which you are entitled from Watmos during the probationary period is two weeks. The period of notice to which you are entitled following successful completion of the probationary period is six months.

**Health Screening:** All employees joining the organisation are asked to complete a 'Health Declaration' form.

# About

# WATMOS Community Homes

## INTRODUCTION

WATMOS Community Homes is a unique social housing landlord owning just over 2700 homes for rent in the Walsall area of the West Midlands and Lambeth in London. There are also 300 leaseholder properties. As a charitable housing provider, our main role is to provide accommodation for people in need of housing. We are founded on the principles of inclusion and resident empowerment in a culture which values people's individual and collective contribution to their community. Watmos Community Homes (WCH) is based around ten Tenant Management Organisations (TMOs).

## OUR MISSION

Our mission is:

***“Developing strong, sustainable communities, within safe and pleasant neighbourhoods through resident control and locally accountable tenant management.”***

## KEY PRINCIPLES

WATMOS was set up to build on the success of tenant management in Walsall and as a social housing landlord we are proud to offer something a bit different.

Our approach is based on various key principles:

1. Tenants and residents should be in the driving seat, empowered, encouraged and supported to manage their own estates.
2. Housing services should be organised locally with accessible staff based in offices within walking distance on every estate. Service standards should be agreed within each locality that reflect the priorities set by the tenants.
3. Our estates should be attractive, desirable and offer a high level of security.
4. We shouldn't just be managing housing; we should be building a real sense of community where people look after one another.

These principles are important to us and through them we aim to provide tenants and residents with good housing conditions that meet their needs and exceed their expectations within communities that encourage people to reach their potential and improve the quality of life for themselves and others.

We aim to be one of the best housing associations in the country and demonstrate that tenant management and local community control really works.

# About

# WATMOS Community Homes

## OUR CORPORATE DIRECTION

Our corporate direction is decided through tenant consultation. Tenants and residents are encouraged to participate in setting the aims, objectives and priorities of our organisation, driving WATMOS in the direction that our tenants are passionate about. Our tenant satisfaction is high and our people are able to witness the shaping of the organisation through their priorities.

## OUR VISION AND VALUES

### **Democratic local resident control and service delivery through tenant management organisations**

As a community-based organisation with strong roots in our neighbourhoods, we're committed to providing services through our TMO partners at a local estate level, through accessible offices within walking distance. We believe this is what makes our residents the best people to help us set, scrutinise and deliver the services we provide. Their key insights and involvement ensure we maintain an effective, efficient approach to managing our business and improving our performance.

### **Providing a secure and pleasant residential environment**

We know that many tenants choose to live on our TMO-managed areas because of the attractive environments and the feeling of security. To protect and promote these benefits we'll maintain the homes and keep them in excellent condition. We'll also effectively manage the estates, addressing all levels of anti-social behaviour while investing in environmental improvements.

### **Offering social and personal development opportunities**

Because we believe our communities should thrive, we provide accredited training and support to help our residents to grow socially, develop work skills and flourish. By partnering specialist organisations, we help them improve areas like personal finances, health and well-being, allowing them the freedom and the choices to live better lives and enjoy our communities.

We recognise our staff are also an invaluable resource. We're committed to ensuring that every member has a personal development plan offering the benefits of mentoring, training and guidance to improve their CV, raise their confidence and improve performance. It empowers them to make fantastic business decisions and progress their skills and self-esteem.

### **Offering value for money**

We're proud to be an independent Registered Provider that's resident controlled. We take great care to ensure that our financial success supports the vision and ambitions of our unique organisation. Our ethos of offering value for money is a primary objective and the views of residents and stakeholders drive our understanding of performance in this area. As a team, we pledge to keep WATMOS Community Homes financially strong without lowering the high standard of local housing services we offer. We're also committed to maintaining the transparency our residents expect. As a result, we ensure our business plan is up to date and fit for purpose whilst also promoting a positive relationship with our Regulators and Funders.

# About

# WATMOS Community Homes

## **Working with others to provide strong sustainable community led housing**

By working with key stakeholders we promote the values of community-led housing, demonstrate the benefits of tenant management, protect social tenants' right to manage their homes and champion the housing co-operative principles. We believe that services led by tenants are more likely to be in tune with their genuine needs. Working together with like-minded organisations locally, regionally and nationally WATMOS Community Homes promote and raise the profile of community-led housing and strengthen the co-operative housing sector within the wider housing world.

## **OUR CORPORATE PRIORITIES 2018 – 2023**

### **Investing in our Homes and Neighbourhoods**

We know that our residents really value being part of a community. It matters to them and that's why it's important to help them maintain their home, improve their environment and instil a sense of pride about the area they live in.

At a strategic and enabling level we will aim to achieve this by:-

- Continuing to provide high quality homes exceeding the National Decent Homes standard supported by a plan to invest in the current and future needs of properties and estates.
- Achieving real tenant satisfaction in all areas of our work by providing excellent resident led repairs services shaped to meet local area priorities
- Improving the financial and social returns from our housing and non housing assets.

### **Promoting Community Empowerment, Involvement and Social Value across our Operations**

Involving our residents is essential to the way we work. The development of effective resident empowerment and participation, from governance level to service delivery, ensures we accurately meet the needs and expectations of our customers. By co-designing our services we can share decision-making power with the people who matter. This means their voices are heard, valued and debated before any actions are carried out.

We aim to achieve this by:-

- Connecting with existing groups and plan any activities with an understanding of what's already happening in an area.
- Providing support groups to create more social action-based options for people who need guidance.
- Ensuring social action flourishes by removing barriers and reducing inequalities to encourage more reluctant groups to participate.
- Supporting the local economy
- Improving our external image, community relations and service delivery

# About

## WATMOS Community Homes

### Organisational Prosperity

We're a unique organisation offering residents more than housing. We want to understand and quantify the difference our approach has made to improving quality of life for our residents. We'll use this information to ensure the organisation prospers, so more people benefit now and in the next generation.

We aim to achieve this by:-

- Ensuring strong governance, including succession planning, skills analysis and good practice in governance.
- Growing our organisation strategically by stock transfer, acquisition and development.
- Building productive working relationships, partnerships and strategic alliances.
- Improving our financial efficiency and corporate financial strength.
- Offering greater transparency in our financial business and striving for delivering Value for Money in the context of our service delivery model.
- Improving our internal and external communications, increase our profile and influence within social housing and mutual housing models.
- Continuing to manage risk effectively, including high level risk and assurance at Board level, as well as risk triggers throughout the business.
- Making technology work for us to streamline back office functions and front line services.

### Investing in Our People

We know our organisation's success relies on the dedication of our volunteers and staff. The commitment and contribution made by every one of them is invaluable and hugely appreciated. In return, we aim to support them in developing their own personal skills and reach their full potential. It's also important for staff to recognise a direct link between the performance of the organisation and their pay, so we can work together to create an even more successful organisation.

We aim to achieve this by:-

- Developing a culture of high performance and efficiency.
- Ensuring that staff and volunteers who've contributed to our success are recognised and rewarded.
- Ensuring staff and volunteers are capable and competent to meet organisational goals.
- Achieving high levels of staff satisfaction through employee well-being, involvement, commitment and pride.
- Inspiring individual members of staff to learn, develop and support their career aspirations.
- Celebrating and communicating our success.



# About

## WATMOS Community Homes

### **Delivering and Improving our Community Led Housing Services**

Understanding our performance across a range of indicators is vital to making sure we meet our corporate priorities. These have been identified by our residents and stakeholders using consultation events across the Group. This helps us make sure the services we provide as a landlord genuinely meet the needs of our communities. It also determines whether they're up to date and offer value for money whilst maintaining the ethos and values of WATMOS Community Homes.

We aim to achieve this by:-

- Being a great landlord offering locally based, high quality services.
- Being efficient and effective in meeting the services needs of our residents.
- Achieving high levels of tenant and leaseholder satisfaction.