

JOB DESCRIPTION

Job Title: Head of Neighbourhood Investment

Reports to: Director of Operations

Date: 3rd October 2009

1 PURPOSE OF YOUR JOB

- Prepare, develop and implement Shoreline's asset management strategy and advise the Board's Asset Management Group.
- Lead and control the capital investment, planned, cyclical, void property and responsive maintenance operations.
- Devise, implement and support strategies and plans for delivering sustainable investment in neighbourhoods through regeneration.
- Ensure the delivery of a customer-focused service reflecting the values of Shoreline and achieving continuous improvement and excellent customer satisfaction.

2 DIMENSIONS

- Responsible for annual capital investment budgets of c.£13m, revenue property-related budgets of c.£7m , development scheme budgets of c.£1.75m, and regeneration-related expenditure of c.£1m on a stock of 7900 properties.
- Responsible for the cost-effective letting of c.1000 properties per year.
- Management of a multi-disciplinary team of 55 employees.

3 PRINCIPAL ACCOUNTABILITIES

- Develop, implement and monitor the Asset Management Strategy to ensure that it delivers both Shoreline's Corporate and Business Plan objectives.
- Devise, deliver and manage all property-related planned, cyclical maintenance and investment programmes in order to ensure that they support the delivery of Shoreline's Asset Management Strategy.
- Devise, deliver and manage the regeneration and development activity of Shoreline, through a programme of research, interventions and projects that contribute to Shoreline's neighbourhood investment objectives.
- Ensure the provision of value for money void property management and re-letting service in order to meet Shoreline's corporate plan targets.
- Ensure that systems are in place for the collection and maintenance of timely and accurate property & neighbourhood-related data in order to inform strategic investment decisions.
- Ensure that all contracts and work are managed in accordance with prevailing standing orders & financial regulations, legislation, and codes of practice in order to protect the legal and financial interests of Shoreline.
- To perform the client role in relation to all property and regeneration-related contracts in order to ensure that value for money is achieved.
- To devise, maintain and control departmental budgets to ensure the most effective use of resources within the notified budget.
- To engender a customer focus ethos both within the department and the contracts that it manages in order to deliver SHP's objectives.

4 KNOWLEDGE AND EXPERIENCE

Significant (5 year plus) experience of working within regeneration, development or a property or construction environment, preferably within a social housing setting.

Experience of open-book accounting and financial planning in a property/regeneration-related environment

Experience in project management and the assessment and mitigation of risks

Experience of business planning and the preparation and control of significant (£M) budgets.

Experience of reporting and delivering presentations to boards and committees

Ability to think strategically and to successfully balance business and customer needs.

Communication, presentation and negotiation skills which enable the post holder to represent the association credibly in difficult and complex negotiations with customers, staff, partners and other external agencies

Numeracy skills to enable the post holder to fulfil analytical budget management functions, with experience in interpreting complex PC-based spreadsheets

Leadership of inter-disciplinary teams delivering complex projects

Application of current Health and Safety legislation within a property-related environment

An academic/professional qualification at degree level, preferably in housing, regeneration, development, asset management, or property technical.

5 ORGANISATION

6 JOB CONTEXT

Regular site visits.
Attendance at evening meetings.
Attendance at meetings with the public.

7 ADDITIONAL INFORMATION

Shoreline Housing Partnership are committed to providing excellent Customer Care and [making the difference](#) to our customer's lives. Customer care is at the forefront of our values and is a key competency that we look for when recruiting new employees.

Shoreline believes that Equality and Diversity is fundamental to all aspects of our business and should be an integral and embedded part of everything we do. Employees are expected to comply with the equality and diversity policy and respect and value others in their work.

Shoreline requires that health and safety is considered at the earliest opportunity and that all of its employees adopt a systematic and effective approach to health and safety within their particular area of responsibility. Shoreline Housing Partnership expects every employee to comply with its agreed policies and procedures and to take all possible care for their own health and safety and that of others.