

Chief Operating Officer Recruitment Pack



**Nottingham
City Homes**



Chief Operating Officer (Temp to Dec 2024 in the first instance)

Salary £100,000 pro rata (3 days per week)

Nottingham City Homes was set up as an Arm's Length Management Organisation to manage Nottingham City Council's housing stock. The ALMO set up two subsidiaries, NCH Enterprises Limited and NCH Registered Provider. Each entity built or purchased homes and provides affordable rented homes, market rented homes and homes for people who were homeless (temporary accommodation). In 2022 NCC decided to return the services to direct provision and required the repayment of a substantial amount of funding. The housing services (repairs and management) returned to the Council in April 2023, and the role of COO is to lead officer for NCH in:

- Working with the Board to develop a business plan for appropriate asset disposals which enables repayment of sums owing to NCC while also supporting the Council's strategic housing objectives
- Supporting the development of a framework for management, monitoring and improvement of the services provided (by NCC and its contractors) to the 500 homes managed within the NCH group
- Conducting a review of the company structure to develop proposals for a robust and financially viable structure following the disposal of assets
- Ensuring that all regulatory, financial and compliance requirements are met.

We now have an opportunity for someone with experience who has worked at a senior level within the housing sector to bring expert and objective oversight and advice to this process. You should be able to bring professional insight and experience to this complex work. It's important that your expertise is supported by a collaborative working style, which enables you to foster positive relationships across both organisations and provide support and challenge as required through this transition period.

To find out more information, please contact our retained consultant Ian Robertson at ema on 07947 126329 or Anne Elliott on 07768 027837 or visit www.emaconsultancy.org.uk.

Please send your CV and covering letter to responsehandling1@emaconsultancy.org.uk

Closing date for applications: 26 November 2023

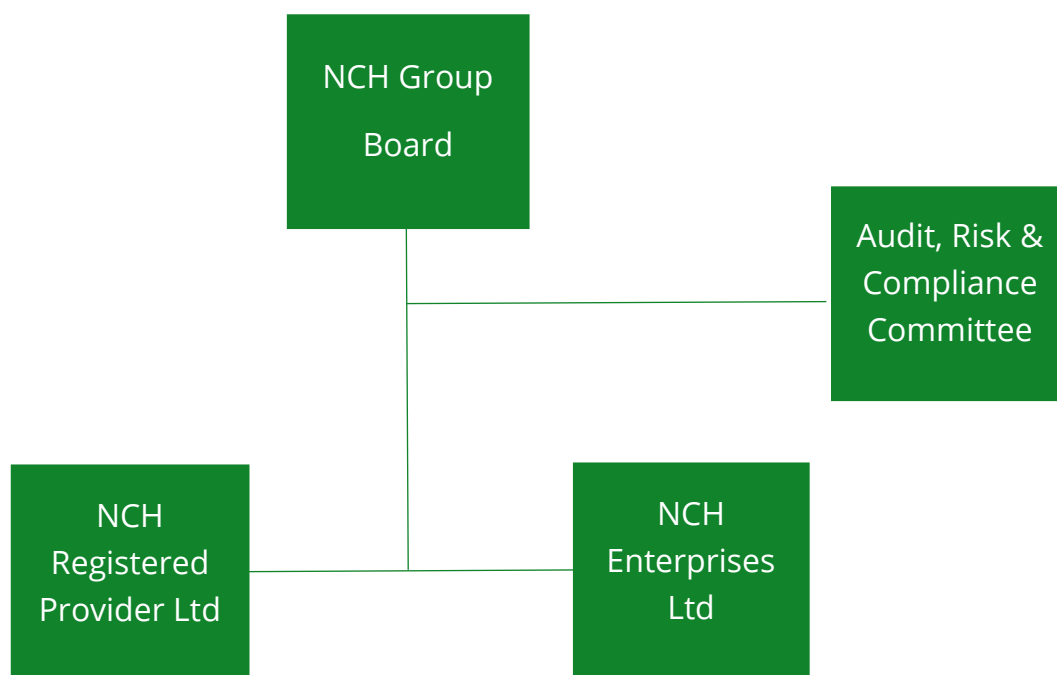
ABOUT US

COMPANY STRUCTURE

The Company currently comprises three corporate entities which are:

- Nottingham City Homes Limited. A private company limited by guarantee without share capital, with NCC as its parent and sole member.
- Nottingham City Homes Registered Provider Limited. A Private company limited by guarantee without share capital. It is an NCH Subsidiary. NCH is its sole member.
- Nottingham City Homes Enterprises Limited. A private limited subsidiary company. The sole Shareholders are Nottingham City Homes Limited and Nottingham City Council.

NCH GROUP GOVERNANCE STRUCTURE - JUNE 2023



STAFF STRUCTURE

Reporting to the Chief Operating Officer will be the following staff who have been seconded from Nottingham City Council to work on this project until completion.

- **Andrew Berry - AD Finance Housing Services**
- **Mona Sachdeva - Solicitor**
- **George Pashley - Head of Governance and Compliance**
- **Mark Lawson - Executive Assistant and head of NCH Registered Provider**
- **Tim Shirley – Head of Commercial Property and Contract Management**
- **Tracy Martin – HRA Accountant**

Additional staff may be seconded onto the project as required.

JOB DESCRIPTION

Job Title: Chief Operating Officer

Responsible To: NCH Chair and the NCH Board

Summary of the Role:

The Chief Operating Officer will be responsible to the NCH Board for developing and delivering the Business Plan and vision for NCH and will hold executive responsibility for the ongoing financial stability and viability of the organisation ensuring NCH meets its statutory and regulatory obligations.

The COO will manage a small team of staff seconded to NCH and will engage with Nottingham City Council Officers to evaluate and implement the most effective model for the ongoing management of NCH remaining stock of 500 homes. (This is expected to lead to changes to the company structure to form a new entity that is financially robust, while ensuring that creditors and financiers of the legacy NCH business receive any payments due, and the Council's strategic housing objectives are met. This is a complex piece of work that includes the phased disposal of assets and is expected to complete in September 2025).

Key Responsibilities:

- To be a visible and effective role model and leader of NCH so that staff are inspired, empowered and motivated to achieve their full potential and deliver NCH's priorities.
- To provide overall leadership to develop, challenge and support NCH's business plans, including the delivery of agreed targets and efficiencies
- To provide expert professional advice and direction to NCH Board, Senior Managers and other staff as required.
- To ensure that NCH operates within all regulatory guidance, statutory and legislative requirements so that decisions taken at all levels are within a robust risk management framework and ensure an appropriate assurance framework is in place to effectively manage risks.
- To be responsible for the identification and management of key strategic risks across NCH.
- To be accountable for the corporate performance, financial and other responsibilities to all relevant stakeholders.
- To proactively foster and maintain effective relationships with key stakeholders including Nottingham City Council and other partners to promote a positive reputation for NCH.
- To work with NCC to drive sustained excellence in performance across NCH ensuring that the service agreement is delivered, and any issues are managed appropriately.
- To oversee compliance with health and safety legislation and best practice, ensuring an effective health and safety culture is embedded, robust management practices are in place and performance is reviewed.

- To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them. Working with NCC officers to promote a culture where customer involvement adds real value.
- To provide a clear sense of direction and purpose in the leadership of direct reports in line with NCH vision and values.
- To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.

PERSON SPECIFICATION

Experience

- Significant senior level management experience, including involvement in corporate financial management with significant budgetary responsibility
- Understanding of best practice in governance and experience of working effectively with Boards, City Council or similar voluntary bodies to promote and deliver this
- Demonstrable track record of developing and implementing key organisational strategies
- Significant experience of leading change with colleague, customer and stakeholder engagement, involvement and collaboration
- Experience of effectively leading, motivating, developing and empowering people to deliver great things
- Experience of working within a regulated environment.

Skills and Abilities

- Able to create an environment where empowerment is central
- A truly engaging leader who takes others with them on the journey
- An effective culture shaper who creates a climate where people succeed
- A collaborative and inclusive approach
- Ability to think strategically
- Ability to interpret and understand complex financial information
- Robust personal and professional credibility
- Ethically sound with high levels of personal integrity
- An excellent networker, able to develop and maintain effective working relationships
- Exceptional negotiation and influencing skills
- Receptive to challenge and prepared to challenge others
- Driver of change and new ideas

Qualifications and Knowledge

- Educated to degree standard or evidence of working to this level
- Evidence of continually developing professional knowledge
- Working knowledge and understanding of the regulatory framework for social housing
- Well-developed understanding of the dynamics of business and financial management within a complex organisation
- Sound up to date knowledge of the housing sector and wider community issues
- Sound financial knowledge with a good understanding financial viability and risks
- High levels of Emotional Intelligence

Personal Qualities

- A highly confident and effective decision maker
- High standards of personal resilience under pressure
- Self-motivated and performance driven
- Innovative when developing ideas and problem solving
- High personal integrity and a strong focus on personal accountability
- A passionate commitment to fairness of opportunity and respect for others
- Diplomatic and confidential
- Tenacious in pursuing excellence

HOW TO APPLY

Thank you for expressing an interest in this position. If you have read the recruitment pack and you would like to apply, please follow the guidelines below.

Application Process

Please submit an up-to-date Curriculum Vitae (CV) and covering letter quoting reference **ema:471**.

It is important that your CV highlights supporting evidence of how your previous experience and skills relate to the criteria outlined in the role profile and person specification. Within your CV, please supply the following:

- Full name and postal address;
- Work and home telephone number, mobile number and email address (NB most written communication with you will be electronic);
- Employment history (explaining any gaps);
- Education and dates your qualifications were obtained;
- Current Memberships of relevant professional associations/Institutes and dates.

Your covering letter should be used to convey why you are attracted to the role describing how your experience and skills will help Nottingham City Homes map out their future purpose, direction and priorities. The covering letter is considered an important aspect of your application and will be used to assess your motivation for the role.

Please return your application by 26 November 2023 (electronic submissions) to our retained consultants at ema consultancy Limited: responsehandling1@emaconsultancy.org.uk

Your application will be treated with strictest confidence.

Assessment and Selection Process

All applications will be considered and assessed against the requirements of the Person Specification in order to select a short list of candidates. If you have been successful at this stage ema will contact you via telephone/email immediately following the initial meeting with Nottingham City Homes.

Timetable

The timetable for the selection process is included below. In your supporting letter, please advise us if you have any difficulty with the outlined dates and/or any other dates when you are unavailable for assessment. We try to offer flexibility, but it can be difficult to convene the selection panel outside the advertised selection dates due to diary commitments.

Process	Date
Closing Date	26 November 2023
Interviews	4 December 2023

Thank you for your interest in this position.

Ian Robertson
Executive Director