



St Basils

DIRECTOR OF HOUSING – WEST MIDLANDS

Applicant Information Pack



Our Mission

St Basils *works* with young people to:

- Enable them to find and keep a home
- Develop their confidence, skills and opportunities
- Prevent youth homelessness

Our Vision

Our vision for all young people is that:

- Homelessness is not part of their experience of growing up
- There are integrated education, employment and housing pathways
- They are able to access the support and development opportunities they need to secure their futures and realise their potential

Our vision for St Basils is that:

By 2027 we will continue to be the leading provider of accommodation, support and psychologically informed services for young people across the West Midlands.

- Our service developments will include:
 - Increasing our bed spaces outside Birmingham and growing our services in new areas
 - a nationally renowned centre of excellence for young people with complex needs
 - extending our service offer to Care Leavers
 - additional Live and Work schemes for young people engaged in education, training and work
- We are the national lead for:
 - Psychologically informed consultancy, training and reflective practice services
 - Youth Voice engagement and support

ABOUT US

St Basils works with young people aged 16-25 who are homeless or at risk of homelessness, the largest organisation working exclusively in the West Midlands helping some 4000+ young people each year across the region with specific services in Birmingham, Sandwell, Solihull, Walsall, Warwickshire, Worcestershire, the Wyre Forest and Coventry.

Every year some 1800 young people are housed in our 40 supported accommodation schemes, which for some young people includes their young children as well. We have a range of prevention, accommodation and support services to help young people regain the stability they need to rebuild their lives, gain skills, training and employment and move on. The aim is to help them successfully break the 'cycle of homelessness' so that they can go on to experience a bright, fulfilling future and never return to a state where they are at risk of homelessness again.

St Basils also works with young people and partners on a national basis (funded separately). We facilitate the National Youth Voice and National Youth Homeless Parliament, we are part of the national End Youth Homelessness Alliance and we are working to roll out our 'Positive Pathway' Framework nationwide.

During April 2023 - March 2024:

3,718 young people received advice and support

1,611 young people were supported by us during the year

1,034 young people lived in our 40+ accommodation schemes

Upto 590 young people stayed with us at any one time

87% of young people moved on from St Basils in a planned, positive way

"You often hear the phrase that Birmingham is Britain's second city but in my view, we should be proud of the fact you are Britain's first city when it comes to caring for vulnerable homeless young people."

"No-one else is doing it as well as St Basils."

HRH The Duke of Cambridge

WELCOME – from the Chair and Chief Executive

Thank you for showing an interest in our work. St Basils does really important work, which is focussed on ensuring that homelessness is not part of growing up for young people. We want young people to feel cared about, to have trusted support and somewhere safe, suitable and affordable to live that enables them to learn and work.

Our environment is often challenging and our margins are tiny. We are a registered provider, a company limited by guarantee and a charity. Unlike many registered providers, we do rely on charitable income to achieve our outcomes. Partnerships and relationships are critical to us at all levels, locally, regionally and nationally. We are a Psychologically Informed Environment and invest in developing the strengths and skills of our team and young people. Our model combines good quality accommodation and progression support including assistance with employability. Underpinning all of our work is the engagement and perspective of young people at every level, including full Board Membership.

Our Board is critical to provide the oversight and governance to keep us mission focussed and financially viable. We believe it is important to reflect the communities we serve at all levels within St Basils, including our Board. In addition to the specific knowledge base, we need Board members who believe in our work, who are courageous, committed, and understand good governance.

Feizal Hajat OBE
Chair



Jean Templeton
Chief Executive



DIRECTOR OF HOUSING

Salary up to £62,228 • West Midlands



St Basils works with young people aged 16-25 who are homeless or at risk of homelessness, and we help almost 4,000 young people each year. We operate across the whole West Midlands region, with specific services in Birmingham, Coventry, Evesham, Leamington Spa, Sandwell, Solihull, Walsall, Warwickshire, Worcestershire and the Wyre Forest. We provide a range of outreach, advice, support, accommodation, employability and engagement services to help young people regain the stability they need to rebuild their lives, gain skills, confidence and employment and move on. The aim is to help them successfully break the 'cycle of homelessness' so that they can go on to experience a bright, fulfilling future and never return to a state where they are at risk of homelessness again.

This is an exceptional opportunity to join us as our new **Director of Housing**, which we describe as a 'strategic doing' job. What does that mean in practice? Well, you'll have important strategic and operational responsibilities, including oversight of our whole housing function; relational management, both internally and externally, including strategic and operational partnerships. You'll keep our portfolio under review, and ensure we're offering a well-balanced mix of housing, including move-on options. But you'll also be accountable for ensuring we deliver an excellent day-to-day housing and landlord service. You'll design and implement a best-in-class asset strategy, including acquisition and disposal as well as planned and responsive maintenance work.

Candidates should bring extensive senior experience of delivering the full range of housing services to a high standard, including planning and strategy. A sophisticated grasp of safeguarding and working with young adults would be a distinct advantage. You should share our vision for changing lives, and be able to lead and inspire teams to achieve outstanding performance, despite resource constraints.

For a confidential conversation, please contact our retained consultant at ema, Ian Robertson, on 07947 126329. Closing date: 12 July 2024.



OUR GOVERNANCE

The Senior Leadership Team led by Jean Templeton, Chief Executive is responsible for providing strategic leadership to the organisation.

Senior management are mandated to lead with clarity of purpose about the business we are in, and prioritise the delivery of services that meet our 7 strategic priorities. Our approach is one of 'Strategic Doing'.

St Basils is governed by a Voluntary Board of Non-Executive Directors and supported by two committees:

- Business Support and Audit
- Service Delivery and Development

In addition, we have a Fundraising Network of supporters

As a registered provider of social housing, St Basils is required (in accordance with the Regulator of Social Housing's Regulatory Framework) to adopt and comply with an appropriate Code of Governance. St Basils has adopted the sector specific NHF Code of Governance 2015. An annual statement of compliance in respect of the Governance Code is published in the Annual Report and Financial Statements.

St Basils is a registered charity, all Board Members are also Trustees. We are also a Company Ltd by guarantee.

Our aim is to improve and strengthen governance by ensuring that our Board has adequate representation in terms of skills balance, diversity and stakeholders including the two Youth Voice members and recruiting in an open and transparent manner.

We adopt a co-regulatory approach to governance by establishing a strong working relationship between Board members and service users and developing our governance arrangements with them. We have an Active Governance Programme where Board members visit services and a Policy to Practice internal assurance programme carried out by Senior Managers.

ROLE PROFILE – DIRECTOR OF HOUSING

ROLE	DIRECTOR OF HOUSING
RESPONSIBLE TO	CHIEF EXECUTIVE
SALARY	£57,088 - £62,228
PURPOSE OF THE ROLE	
<p>This is a 'strategic doing' job. You will have strategic, relational, and operational responsibilities including strategic oversight and responsibility for your function; relational management both internally and externally, and responsibility for the practical skills and tools to do the job and ensure it is done a high standard.</p> <p>You will lead on the development and implementation of our housing strategy for young people including nature and type of housing schemes provided by St Basils as well as move-on options.</p> <p>You will oversee the development, updating and delivery of our asset strategy including stock condition, investment, purchase, disposal and lease or management arrangements through planned and response maintenance plans and programs.</p> <p>You will have responsibility for oversight and management of our landlord and housing management services.</p> <p>You will have responsibility for development of strategic and operational partnerships to achieve the strategy.</p>	
KEY ACCOUNTABILITIES	<ul style="list-style-type: none"> • Leadership of Housing Management, Property Services, Rents, Allocations and Health & Safety functions together with shared leadership of Youth Services Management • Support to Youth Services Managers ensuring an integrated approach to delivery level. • Leading on new project development in terms of buildings and estate. • Joint lead with Relevant Directors for business development including tendering, modelling and bid management. • Responsible for meeting all building and regulatory standards including Social Housing regulator and all regulatory requirements. • Responsible for asset strategy, stock condition and relevant investment plans to achieve standards • To ensure that all schemes are well maintained and physically and financially sustainable. • Responsible for Health and Safety strategy, action plan and implementation. • To lead on rent management. Including rent setting and collection, and reporting on progress, and taking appropriate action to minimise rent arrears. • To oversee the allocation process, ensuring that Youth Service Managers are maximising occupancy/minimising voids. • To accomplish team results by communicating job expectations, planning, monitoring, and appraising team; coaching, counselling, and performance managing employees; developing, coordinating, and implementing policies, procedures, and standards • Promoting the priorities, principles, and ethos of St Basils • To accomplish financial and service objectives by forecasting requirements; and preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective actions.

	<ul style="list-style-type: none"> • To undertake performance management of direct reports, to include regular one to one meetings and annual appraisal, and preparation of a personal development plan, developing the post holder to improve service provision to St Basils. • To engage strategically and develop and maintain cooperative joint working with partner organisations, including Local Authority partners, registered providers (RPs) and other relevant agencies. • To liaise with the Finance Director to compile a realistic budget with appropriate targets and monitor income and expenditure on an ongoing basis. • To advise on the staffing establishment required to run functions within the Directorate to ensure adequate cover at all times. • To be responsible for continuous improvement of services delivered within the Directorate. • To work with others on matters of common concern, policy issues and those relating to the smooth, efficient, and economic running of St Basils. • To participate in the compilation of Business Plans, setting and monitoring objectives and targets as appropriate.
GENERAL	<ul style="list-style-type: none"> • The post holder must take responsibility for their own self development and ensure that the knowledge and information they use in their job is current and relevant. • St Basils is dependent upon its ability to raise funds in order to sustain and develop its work with young people. Therefore, all employees are expected to support the work of the Fundraising Department and, wherever possible, be involved in Fundraising Events. • St Basils is a Psychologically Informed Environment (PIE). PIE is an approach to supporting people out of homelessness, particularly those that have experienced complex trauma. St Basils provides a programme of PIE training and reflective practice to help staff understand the behaviours of the young people that we work with and help staff to work more creatively and constructively with challenging behaviours. You should actively engage with St Basils PIE programme and all events and activities that you are required to attend.
COLLECTIVE RESPONSIBILITIES	<ul style="list-style-type: none"> • Have beneficiaries at the heart of what we do. • Promote a culture that is pro-equality, inclusion, respect, and fairness, and it anti-racist and anti-discrimination. • Draw on professional and technical support and advice required. • Operate within regulatory, governance and commissioning frameworks. • Be driven by our mission, principles to work by and strategic priorities. • Contribute to organisational effectiveness through Senior Leadership Team.
MEDIA	<ul style="list-style-type: none"> • To consult with his/her Line Manager and/or the agency's PR/Media Officer when likely to be involved in any campaigning issues or before any involvement with the media on matters relating to St Basils.
RECORD KEEPING & REPORTING	<ul style="list-style-type: none"> • To provide timely and accurate information to funders and partners as required by funding agreements and Report to St Basils internal and governance structures.
HEALTH & SAFETY	<ul style="list-style-type: none"> • Follow & promote the health, safety and welfare of yourself and others at work in line with St Basil's policies. • Ensure that Health & Safety regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all times.
CONTRIBUTION TO THE TEAM	<ul style="list-style-type: none"> • Liaise and communicate with other employees and external professionals appropriately to ensure a coordinated and respectful approach to program planning is in place. • Contribute as a member of Senior Leadership team

CONFIDENTIALITY	<ul style="list-style-type: none">Confidentiality is of the utmost importance and must be maintained at all times
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PERSON SPECIFICATION

DIRECTOR OF HOUSING		
APPLICANT SHOULD ENSURE THAT THEY ADDRESS THE REQUIREMENTS OF THE POST WITHIN THEIR APPLICATION		
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to Degree level in relevant subject and/or evidence of management development and continuing professional development 	<ul style="list-style-type: none"> Housing Management qualification
ROLE EXPERIENCE	<ul style="list-style-type: none"> Experience of managing landlord services in either supported housing, managing agent or general needs context. Experience in managing budgets/operations within tight financial circumstances and/or competing priorities. Experience of providing guidance and advice to senior managers, committee, or Board level. Experience in a Leadership role at middle or senior management level. Experience of providing line management/supervision and support to staff. Undertaking performance management through annual PDRs and one to one meetings. Experience of recruiting, managing, and developing Managers. Experience of providing management information, report writing including the presentation of statistical data. Experience of building effective relationships with external stakeholders and partners. 	<ul style="list-style-type: none"> Experience of taking high level safeguarding decisions and providing support and direction to staff relating to such matters. Asset management, scheme development and delivery experience Track record of success in working at a strategic level in optimizing resources, implementing new business development, promoting service delivery, developing, and maintaining best practice.
LEADERSHIP EXPECTATIONS	<ul style="list-style-type: none"> Achieve results People leadership coaching and development Strategic outlook Building relationships Commercial Insight and Innovation 	
KNOWLEDGE	<ul style="list-style-type: none"> Good understanding of best practice in respect of housing and asset management – Service Delivery and Service Development. Extensive knowledge of legislation and regulatory requirements and their operational/service implications. 	

	<ul style="list-style-type: none"> • Considerable knowledge of the issues faced by vulnerable young people and adults. • Good understanding of the structure and framework of local authorities and the associated financial regimes and how St Basils work within this environment. • Knowledge of producing funding bids to a high and detailed standard and of identifying other appropriate funds. • Knowledge of and commitment to Equality, Diversity, Fairness, and Inclusion • Knowledge of and commitment to Safeguarding, Health and Safety. 	
SKILLS	<ul style="list-style-type: none"> • Ability to communicate, consult, listen, formulate action, and deliver • Ability to follow through decisions • Ability to relate to young people • Financial management 	
MOTIVATION	<ul style="list-style-type: none"> • Commitment to deliver St Basils Youth Standards & key objectives of the organisation • The ability to self-motivate and demonstrates a great positive attitude • Shows consistent integrity, trust and fairness and embraces equality, diversity, and inclusion • Used good judgement and initiative to find solutions • Committed to continual learning and development 	
CONDITIONS OF EMPLOYMENT		
Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to re-locate the post holder, dependent on the requirements of the Agency, at any time. All employees MUST abide by the Terms and Conditions as per St Basils Staff Handbook and Equal Opportunities & Diversity Policy document.		
HOURS OF WORK / LUNCH BREAK/HOLIDAYS	37.5 hours per week, which excludes half hour for lunch. Evening / weekend work is required and will be compensated with time off in Lieu in negotiation with Line Manager. 28 days per annum, plus 8 Statutory Bank Holidays per annum, pro rata	

HOW TO APPLY

Thank you for expressing an interest in joining St Basil's. If you have read the candidate briefing information 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 the reference number **ema486**

We also request that you complete the downloadable Equal Opportunities Monitoring Form. Any information collated from the Equality and Diversity Recruitment Monitoring Forms will not be used as part of the selection process and will be treated as strictly confidential.

Please return your application by **12 July 2024** (electronic submissions) to our retained consultants at ema consultancy Ltd: email: responsehandling1@emaconsultancy.org.uk

HOW TO APPLY

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:

1. Full name and postal address;
2. Work and home telephone number, mobile number and email address (NB most written communication with you will be electronic);
3. Relevant employment history;
4. Education qualifications;
5. Current salary;
6. Current Memberships of relevant professional associations/Institutes and dates

Your covering letter (maximum of 3 pages) should be used to convey why you are attracted to the role describing how your relevant experience and skills will help St Basil's map out and deliver 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.

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	12 July 2024
Screening Interviews (virtual)	W/c 22 July 2024
Final Interviews and Assessments	5 August 2024

ASSESSMENT AND SELECTION PROCESS

All applications will be considered and assessed against the requirements of the Person Specification in order to select an initial long list of candidates. If you have been successful at this stage ema will contact you via telephone/email immediately following the initial longlisting meeting with St Basil's.

CONTACT DETAILS

If you have any queries about the position or the selection process; or if you would like an informal and confidential discussion with our consultants, please do not hesitate to contact, Ian Robertson on 07947 126329.

Thank you for your interest in this position.

Ian Robertson
Executive Director

