

## RECRUITMENT PACK

# Executive Director (Operations)

Remuneration circa £130,000  
inc. per annum plus bonus

## *Who are we?*

B3Living stands for...

1. Better homes
2. Better communities
3. Better business

We're a local housing association based in Hertfordshire.

We create better futures for those priced out of the housing market by renting or selling affordable homes to more than 12,000 local people and providing supportive services in partnership with our community so our customers can live comfortably and safely in their homes.

We also offer a set of services designed to enable us to do this - from keeping our buildings and estates well maintained, to offering advice (through our partners) if paying the rent becomes too difficult.

Our mission is to make a sustainable, positive change to housing provision for our customers and our communities.

Apply today by  
sending your CV (no  
more than 3 pages)  
and supporting statement  
(no more than 2 pages)  
addressing your suitability  
to the role to [jobs@b3living.org.uk](mailto:jobs@b3living.org.uk)  
and complete our diversity monitoring form at:  
[www.surveymonkey.com/r/B3LivingRecruitment](http://www.surveymonkey.com/r/B3LivingRecruitment)

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# Dear candidate,

Welcome to B3Living!

This is a rare opportunity to join the executive team at B3Living and be part of a high performing organisation in a focused geographical area within Hertfordshire.

We have achieved a lot operationally over the last five years, with high customer satisfaction rates, a sector-leading empty homes standard, excellent energy efficiency in our homes and exceptionally strong links with our key partners in the areas where we work.

There is always more that can be done though and we are looking for someone who not only has an exceptional track record in operational delivery, but who can continue to innovate and challenge to ensure that we always deliver and strive for excellence. A strategist who can also grasp important elements of the detail and be focused on delivering the quality, value for money services that customers expect and deserve.

We don't necessarily expect you to have executive experience, but, in addition to a track record in housing operational delivery, we require brilliant interpersonal skills, as well as the ability to lead and motivate a large team and play a key role in the creation and delivery of some of our biggest corporate strategies.

Just as importantly, however, this is a cross-organisational leadership position, with corporate accountability across all portfolios. So we are looking for a dynamic leader who understands the importance of change in organisations and likes working at pace, as well as a real team player who looks at the organisation as a whole rather than just their own directorate.

In return, we can promise you a rewarding and stretching role, one of the friendliest places to work and an organisation that will support you in every way possible. Importantly we also have an environment where we will try new approaches and take risk where appropriate to do so.

I really hope this role is of interest and I am very happy to have an informal chat if you think you could be the person we are looking for!

**Good luck with your application!**

*Steve*



Steve Woodcock, Chief Executive  
[steve.woodcock@b3living.org.uk](mailto:steve.woodcock@b3living.org.uk)



## Our values

B3Living has five organisational values that we apply to all that we do.

Our one team value is particularly strong and we frequently receive feedback on how helpful and welcoming everyone is.



Personalised and **INCLUSIVE** service



## Our Customer Ethos

We care about how we work with customers and the entire organisation has signed up to these principles.

Our Customer Ethos describes how we deliver customer service, be it internal or external.

**Executive Director (Operations)**

**Head of Property Services**

Customer and Property Support Manager

Property Manager (Repairs, Cyclical, Fire)

Property Manager (Mechanical and Electrical)

Building and Compliance Information Manager

Property Manager (Capital Works and Voids)

DLO Manager

53 additional staff members sit beneath these roles.

**Head of Housing Services**

Community Development Manager

Estates Manager

Housing Manager (Neighbourhood, Lettings, Homeownership)

Housing Support Team Leader

Independent Living Manager

Rent Manager

56 additional staff members sit beneath these roles.

# Our Executive Team

## Steve Woodcock - Chief Executive

Steve brings a wide range of experience from working at executive level at a number of RP's within the sector, including Network Homes, Clarion and more recently, Red Kite and Housing Solutions. He is passionate about providing a quality service to customers and helping to provide more homes to those in the greatest need.



## Executive Director (Operations)



## Jon Hayden Executive Director (Development)

Jon brings over 30 years of experience in housing development across private developers, local government and the housing association sector. He has extensive senior leadership experience and has held a range of director-level roles at Swan Housing Group and Braintree Council, leading on estate regeneration schemes, land acquisition, off-site manufacture, joint venture partnerships and sales. He is driven by programme delivery, quality, and the outperformance of business plans.



## Claire Howe Executive Director (Corporate Services)

Claire has worked in affordable housing since 1999 and is a fellow of the Chartered Institute of Housing. She has specialised in leading support teams, with prior senior leadership experience in both communications and HR. She is passionate about empowering and enabling teams and individuals to fulfil their potential in delivering great services, homes and communities.



## Alex Shellock Executive Director (Finance)

Alex is an accountant with many years' of housing sector experience. Alex specialises in strategic financial planning, treasury and development finance. He was the financial planning lead on the Clarion merger and was the finance lead on the large-scale regeneration in Merton. Alex has a passion for the sector and providing good quality homes to those unable to afford market rates.

## Leadership Team

Our Executive Team is supported by a Leadership Team consisting of the following post holders:

- Head of Property Services
- Head of Housing
- Head of New Business and Development
- Financial Controller
- Head of Communications
- Chief Digital and Technology Officer
- Head of HR

Details of our Board can be found on our website.

# Executive Director (Operations)

## Why this job matters

Reporting to the CEO, you'll provide effective leadership, performance management, sustainable growth and development of the Operations Directorate. This includes our Housing and Property teams, including our in-house repairs team.

You'll also work closely with our Board and Executive team to lead and manage delivery of the Board's strategic purpose, accepting corporate responsibility for our business as a whole.

## Role title

Executive Director (Operations)

## Responsible to

Chief Executive

## Department

Executive

## What you'll be doing

- As a member of the Executive team, contribute to the corporate direction and success of the organisation, role modelling and delivering our desired culture.
- Effectively manage the Operations directorate, ensuring effective recruitment, training and development of staff. Monitor and appraise performance and keep structures under review.
- Ensure our in-house repairs team fits with the overall aims and ambitions for B3living and ensure a streamlined and efficient approach to all asset management issues, ensuring asset and customer data is available, used to drive decision making and meets our regulatory requirements.
- Set clear standards and goals in the Operations directorate which can be used to assess B3Living's performance and to appraise teams and individuals.
- Ensure that appropriate and effective policies are developed and delivered in conjunction with customers and other stakeholders, and are legally compliant.
- Ensure effective relationships are maintained and improved with customers, partnering local authorities, the Regulator of Social Housing, public sector agencies, funders, local businesses, and voluntary organisations, providing information, advice and guidance as needed.
- Support with embedding a culture of customer engagement and influence across the business, making sure customers are involved in decision making and able to hold us to account for our performance.
- Ensure budgets are prepared for all areas of the directorate and managed effectively.
- Assist the Chief Executive in establishing a culture of performance management, value for money and customer care throughout B3Living.
- Monitor compliance with our regulatory standards, ensuring information is prepared as needed. Act as the lead for our compliance with the Consumer Standards.
- Ensure B3Living's Equality, Diversity and Inclusion Policy is implemented in respect of both employment and service delivery.
- Ensure that responsibilities in respect of Health and Safety legislation are fulfilled, acting as the health and safety lead for issues relating to our customers and properties.



# Our Ways of Working

We have a set of behaviours, or ways of working, that are important to us at B3Living. they set the bar for what we're looking for from each other to make this a great, inclusive place to work.

## Working together

Ours is a collaborative environment, where all opinions matter, people are valued for their difference and everyone is treated with dignity and respect.

## Embracing change

Change at work is inevitable. We see it as an opportunity to innovate and make improvements that benefit our customers.

## Achieving impact

Getting the best outcomes for our customers means we take ownership for what we do and how we work and know how we all help to create better futures.

## Managing and developing myself and others

We grow and improve in our roles and are encouraged to find ways to continuously expand our skills and experience.

## What you'll need

As a member of the Executive team, you will demonstrate our 'One Team' approach and values. In addition, due to the nature of this role, you will be required to undertake a DBS check, hold a valid driving license and have access to a car.

### Experience

- Track record of effective people management, within a high-quality customer-focused organisation in the housing sector or related regulated field.
- Strong track record of leading change programmes with employee, customer and stakeholder engagement, involvement and collaboration.
- Experience of interpreting complex financial information and experience of managing large budgets.
- Strong leadership experience with a track record of improving services in either an operational housing or operational property management (or both).
- Strong track record of building and managing effective relationships with boards, customers, partners and stakeholders.
- Knowledge of the role of a Board, and exposure at Board level including presenting at and/or being accountable to a Board.
- Evidence of continuous professional development and a relevant professional qualification or qualified by experience.

**We believe this role will fall into the scope of the forthcoming Competence and Conduct Standard which will require the postholder to hold a foundation degree or CIH level 5 qualification. We will support the successful applicant in gaining this if they don't have this qualification if necessary.**

### Skills and knowledge

- Significant understanding of the social housing sector – particularly its regulatory and legal requirements.
- Looks to outside organisations to learn and import new ideas and approaches for the customer.
- Pragmatic and tenacious, demonstrating drive and determination.
- Excellent communication and interpersonal skills, with an approachable style.
- Strong negotiator and influencer, able to work intuitively with a wide range of stakeholder and secure buy-in.
- Proactively demonstrates a strong commitment to equality, diversity and inclusion.
- A strategic thinker with commercial and financial acumen, able to develop strategy and translate this into action.
- Able to assess and manage risk, without being risk averse.
- Able to make sound judgements, confident in own knowledge, able to give advice to others and be accountable for that advice.
- A motivational leader, who coaches and inspires excellence and accountability.
- Willingness to work flexibly given the seniority of role.



# Perks and benefits

As well as offering a competitive financial package, we appreciate that life's a bigger picture. Time with families, friends, or pets, for example, matters to all of us. Our broad benefits package offers something for everyone, and our colleagues say this means a lot to them. Here is a summary of some of the perks of being in the B3Living team:

## Financial

In today's climate, financial security and wellbeing is really important. We offer:

- A generous pension scheme with up to 12% matched employer contributions and the option of salary sacrifice
- Executive bonus scheme
- A cycle to work scheme
- Life assurance (three times salary)
- Wide ranging discount vouchers available – currently provided by Reward Gateway
- Low interest car and bike loans
- Annual values-based financial awards

And we're in the process of introducing an electric lease car salary sacrifice scheme, which supports our sustainability work.



## Work-life balance

It can be challenging balancing a busy job with commitments at home. That's why we offer a range of benefits to help you develop an effective work-life balance. These include:

- 30 days annual leave
- Ability to buy and sell leave
- Special leave, eg compassionate and emergency leave
- Flexible and hybrid working (with an expectation you are in the office a minimum of 3 days a week).
- Extra-statutory family leave and pay
- Volunteer leave



## Personal and professional development

There are lots of things we do to support and encourage colleagues to fulfil their potential. These include:

- Leadership and management development programmes
- Access to training, workshops and e-learning
- Coaching
- Mentoring opportunities
- Professional membership subscriptions
- Sponsorship for professional qualifications relevant to your job



## Health and wellbeing

Nothing is more important to us than your health and wellbeing. We've introduced a range of initiatives aimed at promoting wellbeing and support for when things get tough:

- Subsidised private medical insurance
- A health cash plan
- Generous sick pay
- Fertility leave
- Employee assistance programme
- Occupational health support
- Wellbeing webinars on a range of topics
- Menopause policy
- Paid leave for medical appointments
- Discounted gym membership
- Bereavement and funeral support





## Key details

### Key information

#### Location

The head office is based at Scania House, 17 Amwell Street, Hoddesdon, Broxbourne, although we are currently looking to move office within the same area. Occasional travel is expected in line with the requirements of the role.

#### Hours of work

The organisation keeps the typical office hours from Monday to Friday.

However, this is a leadership role and as such flexibility is expected in fulfilling role requirements. This will include evening work and occasional weekends too. We do offer hybrid working but would expect you to be in the office a minimum of three days per week.

#### Probation and notice periods

Confirmation of employment is subject to satisfactory completion of a six-month probationary period. The contractual period of notice after passing probation is three months.

### Key dates and recruitment process

#### Closing date:

Noon Tuesday 7 May 2024.

#### First interviews

Tuesday 21 and Wednesday 22 May 2024 online. This will be with Steve Woodcock (Chief Executive) and Claire Howe (Executive Director - Corporate Services).

#### Psychometric profile

From Friday 23 May 2024 shortlisted candidates will be asked to complete a psychometric profile which can be completed remotely.

#### Final interviews

Monday 10 June 2024 in person at our Hoddesdon offices.

There will be an interview with our Chief Executive and David Biggs, our Chair, which will also involve a presentation. There will also be an opportunity for a discussion with the Executive team.

**Please indicate on your application if you require any adjustments to be made for you at the interview.**

If you would like an informal chat about B3Living or the role, please contact Claire Howe, Executive Director (Corporate Services) at: [Claire.howe@b3living.org.uk](mailto:Claire.howe@b3living.org.uk) or on 07813 363386.