



Grŵp Cynefin

Mwy na thai • More than housing

Recruitment Pack

**Group Director:
Operations**

Where innovation
meets opportunity



Thank you for your interest in our new role of Group Director of Operations.

This is an exciting time for Grŵp Cynefin as we continue a journey of transformation towards a genuinely customer and outcome focused culture.

The housing sector and our rural communities continue to face major challenges, not least those to decarbonise and provide more affordable homes. This role will play a pivotal part in driving inclusive and forward thinking housing and property services, engaging stakeholders and developing partnerships to ensure that we can deliver on our ambitions and so much more than housing.

We've been providing quality, safe and affordable homes across the six North Wales and North Powys counties to over 8,000 people, since 2014 when we were created from the merger from two traditional Registered Social Landlords. We work hard to provide excellent homes and services, contribute to the development of sustainable communities and protect and promote the Welsh language with pride. We're proud of what we've already achieved so far, but it's not enough and with a dedicated team behind us, we are genuinely excited to welcome three new roles to our senior management and Leadership Team and to deliver even more.

We have big ambitions, with a planned investment of £84m in our homes and communities over the next few years, our communities and the number of homes we manage is set to grow, we want to maximise the health and well-being of our communities, create life changing opportunities and shape places that make for sustainable futures.

We're looking for someone as focused on customer service excellence as us. It is important to us that our services excel, our communities thrive and we work in partnership with them and others to achieve this. This means you'll be building on our relationships and reputation as an innovative, trusted partner. You'll have a good grasp of the social, economic and political context and a track record of successfully embedding improvements to core housing services; including harnessing the benefits of technology. It goes without saying that your values should reflect ours. We are also looking for a true collaborator with a social heart, a leader with high levels of personal drive who can galvanise others to live and breathe our 'More than housing' vision and be focused on what's best for our communities and finding ways to make this happen.

With a track record of delivering social and environmental value whilst ensuring essentials services are great, you'll also have the drive, vision and ability to secure funding that enables large scale positive change for our communities.

Grŵp Cynefin is a financially strong organisation with exciting opportunities ahead of us, so it's a great time for someone looking for a career shaping opportunity, to join a forward thinking Leadership Team and have the chance to lead new and exciting projects. If you share our determination, drive and the passion to be instrumental in making a difference to people's futures, the Board and I look forward to hearing from you.

The information in the application pack provides a taste of the work that we do, but for more information you can visit our website, or for a confidential discussion about this role please call me on 07870 975669 or Gwenda Squire, HR Manager on 07825187160.

Thanks again for your interest,

Shan Lloyd Williams
Chief Executive





Mwy na thai. More than housing

We're already known for doing more than just managing and building houses. We operate as a Group Structure, with expertise and resources in independent living, adaptations and support services for 16-24 year olds, older people and those living with poor mental health in our communities as well as support services for domestic violence and homelessness prevention. Our rural communities are also important to us and so is the environment, with our energy wardens project now with over a decade of experience in our communities.

We know through our award winning projects like The Shed and HWB Dinbych, that we can make a real difference to individuals and their communities. We're good at getting partners to work together to achieve more than we could individually to regenerate communities and create opportunities.



Here's a little bit more about what we mean when we talk about More than housing...

Quality homes that people are proud of

Our future homes will be safe and **innovative**, featuring the latest designs where you can work from home. They will be homes for life, with smart technology, cheaper to run, low carbon and be connected places with easily accessible green spaces where friends, families and children can play, grow and meet safely.

Excellent services and experiences for our customers

We want people to want to live in our homes, to get our responses right first time and for our customers to say our services are excellent. It will be easy for our tenants to contact us whenever they want or need to.

Improving Lives

We will make a difference to the health and well-being of the people in our communities. Our work will continue to tackle and reduce the effects of poverty [food poverty, digital poverty and fuel poverty], finding life-changing solutions and opportunities that enable people to rise out of poverty.

We will work closely with people to enable them to remain in their homes safely and independently for as long as possible, and continue to work with partners to support vulnerable and diverse groups of people and prevent homelessness and support those suffering domestic abuse.



Sustaining Communities

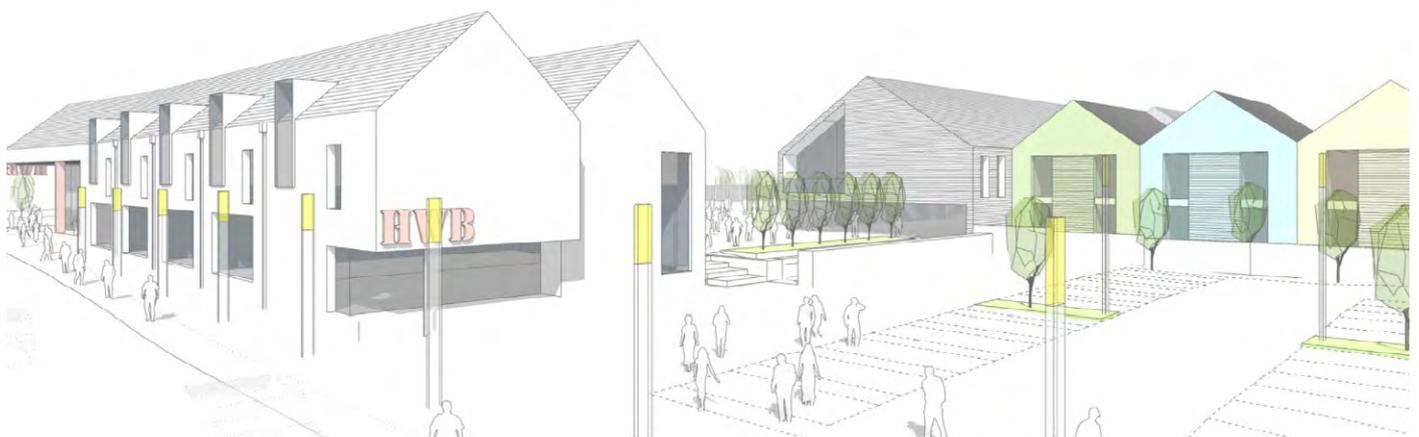
Our communities will be thriving and we will work in partnership to facilitate and support this. We will be a catalyst for positive change in our communities, investing in improving the health and well-being of our communities while also working with agencies and groups to regenerate communities.

As well as building in urban areas, we'll also have a real focus on our rural communities where second homes are leading to the exclusion of local young people by causing them to be priced out of the market.

Strong and sustainable growth

We will continue to build excellent quality, safe and affordable housing, offering housing for different tenures that meets local need, be it demographic, social or economic. Wherever possible we'll build homes to a zero carbon standard and seek out opportunities to attract grants for new builds and retrofit to improve the energy efficiency of existing homes.

We'll explore opportunities to use our expertise in housing to build for market sale in order to generate opportunities to invest in more affordable rented housing. We'll also continue to seek regional and local working opportunities by working in partnership that add value, match our values and help to build more homes.





JOB DESCRIPTION

GROUP DIRECTOR OF OPERATIONS

- Team:** Executive Leadership Team
- Accountable to:** Chief Executive
- Responsible for:** Head of Neighbourhoods, Head of Asset Management, Chief Officer of Canllaw, Chief Officer of Conwy & Denbighshire Care and Repair
- Location of post:** Agile - Denbigh / Penygroes / Homeworking

Purpose Of The Role:

To provide strategic vision and leadership that drives excellent, inclusive and forward thinking Neighbourhood and Property services, enabling a range of choices for social /affordable well maintained, energy efficient homes in communities and environments where people want to live. Supporting the Board and Chief Executive to define and deliver Grŵp Cynefin's Corporate plan, priorities and policies to enable customers and communities to thrive into the future.

Key Accountabilities and Service Delivery

Working through multidisciplinary teams, you will engage the business and drive the strategic direction, developing the group as a great place to work. You will support the risk management, business assurance and value for money frameworks, promote sustainable communities, prevent homelessness and lead the provision of safe and excellent homes, overseeing the following services/ strategies:

- Asset management (existing property portfolio)
- Planned maintenance, responsive repairs and adaptations
- Fire Safety Management
- Income Maximisation
- Lettings and Allocations
- Neighbourhood Management
- Specialist Housing services (independent living, homeless prevention, support for domestic abuse, refuges, supported housing schemes, children and young people services, support in the community)
- Customer Experience

Support the Chief Executive in engaging and influencing key stakeholders, advocate for our communities and Grŵp Cynefin at a national and regional level, attending events and providing timely and insightful feedback to consultations and relevant forums to influence policy and build strong and mutually beneficial relationships with stakeholders, securing funding for specialist housing services and representing Grŵp Cynefin as a trusted organization that can deliver positive solutions.

Oversee the development, delivery and review of the Asset Management Strategy including; disposal and investment plans in line with WHQS, identify and collaborate on decarbonisation projects for existing stock and contribute to the 30 year financial business planning to maximise Grŵp Cynefin's assets for the benefit of the community, helping to shape places where communities and future generations can thrive.

Oversee efficient, customer focused and value for money repairs, maintenance and adaptations services.

Oversee the development and delivery of effective strategies for Care and Repair subsidiaries ensuring these are well run, offer value for money, great customer service and support Grŵp Cynefin's overall objectives.



Collaborate in identifying housing need and ensure Grŵp Cynefin minimises empty homes and creates sustainable tenancies.

Oversee the development of neighbourhood and income maximisation strategies and ensure proactive management of rent accounts, service charges, anti-social behaviour and tenancies.

Oversee business continuity within the operational teams ensuring all services can continue to meet or exceed statutory and regulatory requirements.

Ensure our properties, plans and teams meet building safety standards and drive an open health and safety culture, directing activities specifically for Fire safety and asbestos management and ensuring robust property compliance regimes (gas, electrical, legionella and loler etc.) and that safety and wellbeing is always a priority.

Ensure safeguarding processes are effective and that tenant and community wellbeing is at the forefront of Grŵp Cynefin's operations and help to support and protect those most vulnerable in our communities.

Ensure that Grŵp Cynefin provides excellent customer experiences and that the business understands the current and future needs of its customers, encouraging innovative engagement strategies that enable a broad range of involvement, participation and opportunity for our customers, partners and stakeholders to inform strategic decision making and lead to improved experiences and outcomes for Grŵp Cynefin's communities.

Identify new risks, solutions and opportunities to deliver against Grŵp Cynefin's charitable objectives, ensuring the provision of expert and professional advice to Board in order to maximise Grŵp Cynefin's potential.

Lead and deliver a professional, value for money, high performing and customer centred culture, optimising levels of service, customer satisfaction with an open and effective complaints process embedded across Grŵp Cynefin to support the business to improve.

Build on existing projects, ensuring they remain commercially viable (Canllaw, Care & Repair, Gorwel etc) and identify new opportunities and mutually beneficial partnerships that make a positive difference to lives and communities.

Ensure colleagues develop, adopt and embed corporate reporting technology and systems to drive insight into performance. Provide strategic insight to the Board using accurate and timely reporting of data from all areas of the Directorate and relevant external sources.

Oversee the continuous review of Property and Neighbourhood functions and foster a learning culture within Grŵp Cynefin so that "traditional thinking" is challenged, curiosity and innovation encouraged and a culture of teamwork, collaboration lead to excellence.

Make Grŵp Cynefin a great place to work; lead, inspire and develop colleagues across all areas of the directorate through authentic leadership; setting clear expectations, modelling standards of behaviour, coaching the team wherever possible to build them and create opportunities for them to grow and capacity for the future.

Communicate Grŵp Cynefin's vision consistently and effectively to all stakeholders ensuring people know how they can help to transform lives and tackle inequalities.

Promote and live Grŵp Cynefin's values; be open, be respectful, be supportive, be innovative and achieve.

Promote and embed the value of equality and diversity and foster use of the Welsh language with pride.

Deputise for other members of the Executive Leadership Team and undertake any other reasonable responsibilities as and when required.

KEY RELATIONSHIPS

Internal

Executive Leadership Team and Senior Management Team (Heads of Service, Chief Officers & Lead Managers), Board and Committee Members.

External

Senior Officers of Local Authorities, Social Housing Providers, BCUHB, North Wales Fire and Rescue Service, North Wales Police, Police Commissioner's Office, the Welsh Government and other public bodies, SARTH, Trade Union leaders, community leaders, consultants, contractors, Chartered Institute of Housing, Community Housing Cymru.



About you

Education and Qualifications:

- Recognised professional qualification or chartered membership in a relevant discipline e.g. housing, social policy or the built environment etc such as Chartered CIH/ RICS/ RIBA or equivalent
- Health & Safety based qualification e.g. Managing / Directing Safely (ROSPA)
- Degree level education (desirable)

Knowledge and Experience:

- Experience of developing effective strategies, policies and plans in a high performing, customer focused business
- Experience of delivering value for money in asset and property management
- Knowledge and experience of effectively managing social housing regulatory and compliance requirements, including fire safety
- Experience working effectively with executives, boards, committees, employees and wide-ranging partners and stakeholders
- Knowledge and experience of securing funding for specialist housing services and their commissioning processes
- Comprehensive project management experience in a medium sized organisation including meeting all statutory, legal and regulatory requirements

Skills

- Strong communication skills with the ability to convince, negotiate, influence and engage a wide range of people through the mediums of Welsh and English
- High levels of personal drive, committed to excellence, regularly inviting feedback and embracing change
- First class evaluation and analytical skills, with the ability to examine, evaluate and interpret information
- Advanced leadership skills, with the ability to make great decision, direct and empower others.
- Excellent team working skills, giving support, understanding and valuing people
- Strong problem solving skills, with the ability to generate new ideas, explore possibilities, provide insight, develop tangible strategies and adopt practical approaches
- Resilient with the ability to remain confident, composed and resolve conflict



Meet the Team



Shan Lloyd Williams
Group Chief Executive



Bryn Ellis
Group Director Resources



Group Director Operations



Group Director Innovation and Growth



Nia Owen
Head of Finance



Noela Jones
Head of Neighbourhoods



Head of Development



Gwenda Squire
HR Manager



Meilir Hughes
Head of Asset Management



Mair Edwards
Head of Community Regeneration



Helen Jones
Governance and Compliance Manager



Elfyn Owen
Chief Officer Canllaw



Geraint Williams
Systems Manager



Dewi Maelor Evans
Health and Safety
Manager



Lynda Colwell
Chief Officer Conwy and
Denbighshire Care and
Repair



Rhys Williams
Programme Manager



Ceri Davies
Corporate Project Manager



The benefits of a career with Grŵp Cynefin

Salary

Competitive

Notice Period

Three months after probationary period

Pension

SHPS Defined Benefit Scheme/ Defined contribution Scheme

Holidays

33 days plus bank holidays

Lifestyle Benefits

Access to our wellbeing programme Byd o Les during 2021

Agile working facilities and the ability to work remotely / from home if it suits.

Personal Development

If you are professionally qualified or you pay annual professional fees to your membership body, we'll cover one of these each year to help you stay connected with the latest learning and updates from your professional body. We also want all our colleagues to enjoy the benefits of lifelong learning, so if you work with us we'll invest in you this way too!



Application, process and dates for your diary

To apply for the role



Complete the application form which can be found on our website and submit this to gwenda.squire@grwpcynefin.org along with;



Your covering letter of no more than three pages, telling us why you're interested in the role and why your skills, knowledge and experience means you'd be the right person for us to hire.



Please also complete and send us the equal opportunities monitoring form provided on our website. The information on the form will be treated as confidential and used for statistical purposes only. The form will not be treated as part of your application.



Process & Indicative Dates

Closing date: 18th May 2021 submit your documents by e-mail and by 12noon (we'll confirm we've received it when it arrives with us.)

Notified if shortlisted: by 21st May 2021 you'll receive an e-mail to let you know if we'd like to see you for this role.

Screening interview date: 27th May 2021. To keep us all safe, we're holding interviews via zoom.

Second stage panel interview date: 9th June 2021. We hope to see candidates face to face at our offices in Denbigh (coronavirus restrictions permitting), otherwise we'll hold these interviews virtually. If you are invited to this stage you will also be asked to complete a Wave professional styles profiling assessment and prepare a short report to present at interview.

We expect to stick to these dates but they may be subject to change. Please advise us if you have any difficulty with the outlined dates. We try to offer flexibility but it may not be possible outside the advertised selection dates due to diary commitments.

Other details

Interviews will be held bilingually, and we'll be looking for you to be able to respond in English as well as Welsh.

If you are successful in the role you will need to provide proof of identity and evidence of your eligibility to work in the UK. And offers will also be subject to a Basic DBS check.

We look forward to receiving your application.