



Group Chief Executive

Location: Invergordon / Hybrid

Job Description

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Title of Job: Group Chief Executive

Location: Invergordon / Hybrid

FTE: 1.0

Title of Line Manager: Chair of the Albyn Board

Responsible for: Leadership Team

Purpose and Scope

To lead Albyn Housing Group in delivering its vision by providing high-quality, safe and sustainable homes, outstanding tenant and customer services, and opportunities for people and communities to flourish. The Group Chief Executive is responsible for providing strategic leadership to the Society, ensuring strong governance, financial sustainability, regulatory compliance and organisational performance while maintaining a relentless focus on tenant outcomes, customer experience and continuous improvement.

The Group Chief Executive will ensure Albyn retains its position as a key community anchor organisation in the Highlands and furthering a values driven culture to allow the organisation to excel.

Job Outline: Responsibilities and Tasks

Major Tasks

- Strategy Development and Strategic Management
- Effective and Sound Governance
- Outstanding Leadership
- Ensuring Financial Sustainability and Effective Stewardship
- Deliver Excellent Tenant Outcomes and Customer Experience
- Build and deliver effective networks and key partnerships
- Deliver Business Change and service improvements
- Deliver a values driven culture putting people first

Main Activities

1. Strategy Development and Strategic Management

- 1.1. Provide vision, overview and strategic thinking and leadership to the Albyn Group.
- 1.2. Deliver a comprehensive Business Plan setting out Albyn's strategic direction, goals, and aspirations.
- 1.3. Agree and provide regular monitoring and corrective action to achieve the delivery of the plan

2. Effective and Sound Governance

- 2.1.** Ensure that proper and effective financial, risk, compliance systems and governance functions are in place and subject to scrutiny and review.
- 2.2.** Assist the Albyn Board and subsidiary Boards in ensuring that the business of the Group is properly conducted and in line with governance frameworks.
- 2.3.** Support the Board to ensure it is well informed in all its decision making.
- 2.4.** Support the recruitment and retention of Group Board members.
- 2.5.** Ensure the organisation maintains compliance with the Regulatory Framework for Social Housing in Scotland.
- 2.6.** Support the Board in achieving a robust Annual Assurance Statement.
- 2.7.** Ensure effective internal controls, audit arrangements and governance assurance systems are in place.
- 2.8.** Ensure lessons learned from complaints, investigations, audit findings, and regulatory engagement are implemented and embedded.
- 2.9.** The duties of Company Secretary are delegated to the Group CEO.

3. Provide Leadership and Management of Albyn Group

- 3.1.** Communicate a clear and compelling vision that inspires confidence amongst colleagues, Board members, customers and partners.
- 3.2.** Act as a visible and influential ambassador for Albyn across the housing sector, strengthening relationships with regulators, government, local authorities, funders, community organisations and strategic partners.
- 3.3.** Through effective leadership and management, deliver the outcomes in the Business Plan.
- 3.4.** Lead and support continuous improvement and proportionate organisational change, ensuring Albyn remains responsive, efficient and well positioned for future opportunities whilst building on existing strengths.
- 3.5.** Champion equality, diversity and inclusion across the Group, ensuring these principles are embedded in organisational culture, decision-making, service delivery, employment practices and stakeholder engagement.
- 3.6.** Ensure that effective mechanisms are in place to support organisation and business growth and the implementation of change, with appropriate workforce planning.
- 3.7.** Lead and empower the Leadership Team and Extended Leadership Team to deliver high quality services and outcomes to customers.
- 3.8.** Provide clear, progressive, and innovative leadership to allow Albyn to achieve its outcomes.
- 3.9.** Lead a system of performance management and development, encouraging staff at all levels to gain relevant new skills and experience.
- 3.10.** Foster a cohesive, high-performing organisational culture that promotes collaboration, engagement, accountability and shared purpose across all levels of the Group.
- 3.11.** Promote and enhance Albyn's reputation by effectively communicating the organisation's achievements, ambitions and social impact.
- 3.12.** Hold the Leadership Team accountable for delivery of strategic outcomes, performance standards, and organisational values.
- 3.13.** Develop leadership capability, succession planning, and talent management across the organisation.
- 3.14.** Ensure effective workforce planning to meet future business and service requirements.
- 3.15.** Lead organisational change in a way that engages and supports staff.

4. Ensure Financial Sustainability and Effective Stewardship

- 4.1.** To ensure the financial sustainability of Albyn Group so that sufficient financial resources are in place to deliver the Vision.
- 4.2.** To ensure that all financial resources available are utilised to the maximum potential in furtherance of the Vision.
- 4.3.** To ensure effective and efficient financial management is maintained.
- 4.4.** To work with the Audit and Risk Assurance Committee to ensure an effective approach to risk management and mitigation is applied.
- 4.5.** To ensure effective risk management is adopted within the risk profile agreed by the Board.
- 4.6.** Ensure long-term financial planning supports investment in existing homes, new housing supply, and tenant services.
- 4.7.** Balance financial resilience with affordability and value for money for tenants.
- 4.8.** Ensure robust treasury, asset and business planning arrangements are maintained.

5. Deliver Excellent Tenant Outcomes and Customer Experience

- 5.1.** Ensure tenants, customers and communities remain at the heart of decision making across the Group.
- 5.2.** Drive a culture focused on service excellence, customer satisfaction, and continuous improvement.
- 5.3.** Ensure meaningful tenant participation influences service design, review and strategic decision making.
- 5.4.** Ensure services support tenancy sustainment, community wellbeing, and social value.
- 5.5.** Ensure compliance with all landlord health and safety responsibilities and maintain a strong focus on tenant safety.

6. Deliver Business Change and Service Improvements

- 6.1.** Develop and implement a programme of business change allowing Albyn to modernise its service delivery and improve its internal processes.
- 6.2.** Ensure change and continuous improvement are bedded down in the Group.
- 6.3.** Support and encourage Albyn staff to realise their potential by delivering innovation and in forward thinking in its change programme.
- 6.4.** Ensure improvement is a key element of Albyn's business plan and strategic direction.
- 6.5.** Ensure the effective use of technology, data, and digital services to improve customer experience and business performance.
- 6.6.** Promote digital transformation across the organisation.
- 6.7.** Ensure effective cyber security arrangements are maintained to protect customers, staff, and organisational assets.

7. Deliver a Values Driven Culture Putting People First

- 7.1.** Manage and create a culture for the Albyn Group based on putting people first and at the heart of what the Group does, in line with its vision, values and strategic objectives.
- 7.2.** Align Albyn's cultural values by setting a consistent tone for the Albyn Group.
- 7.3.** Ensure a culture of professionalism for the Group to grow internally and externally.
- 7.4.** Lead by example in demonstrating Albyn's values and expected behaviours.
- 7.5.** Foster a culture that is caring, adaptable and professional.
- 7.6.** Promote openness, transparency, and accountability.

- 7.7. Ensure equality, fairness and respect underpin all organisational decisions.
- 7.8. Create an environment where colleagues are empowered to contribute, innovate and develop.
- 7.9. Ensure tenant and customer needs remain central to decision making across the Group.

8. Health & Safety

- 8.1. Comply with safe working practices as defined by Albyn Group.
- 8.2. Complete online training as and when required.
- 8.3. Take reasonable care of your own health and safety and that of others who may be affected by acts or omissions at work.

9. General

- 9.1. Be aware of and adhere to Albyn Group policies at all times.
- 9.2. Consistently demonstrate and role model Albyn's values of being caring, professional and adaptable at all times.
- 9.3. Take part in progress/performance reviews throughout the year.
- 9.4. Cooperate with other Albyn Group departments.
- 9.5. Attend training courses and complete online training modules as required to meet the requirements of the post.
- 9.6. Take responsibility for own personal development, seeking out opportunities to learn new skills.
- 9.7. Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

10. Other

- 10.1. Apply the Albyn Group values and behaviours to every aspect of the role at all times.
- 10.2. Promote and maintain the standards of Albyn Group.

Person Specification

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Location: Invergordon / Hybrid

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Responsible for: Leadership team

FTE: 1.0

Education & Training

Essential

- Evidence of continuing professional development relevant to executive leadership.
- Leadership and management development at senior level.

Desirable

- Degree-level qualification or equivalent professional experience.
- Postgraduate qualification in Business Management, Housing, Finance, Leadership, Public Administration or a related discipline.
- Chartered Membership or Fellowship of a relevant professional body (e.g. CIH, CIPD, CIMA, ACCA, ICAS, IOSH).
- Corporate governance or board governance qualification.

Skills and Abilities

Essential

- Ability to provide visible, inspirational and values-led leadership.
- Strong strategic thinking skills, with the ability to translate vision into deliverable plans and measurable outcomes.
- Excellent communication and influencing skills, including the ability to engage effectively with Boards, staff, tenants, regulators, politicians and partner organisations.
- Strong financial and commercial acumen.
- Ability to lead organisational change and continuous improvement.
- Ability to build and sustain positive stakeholder relationships across complex environments.
- Strong analytical and decision-making capability, balancing risk, opportunity and organisational purpose.
- Ability to lead and develop high-performing Executive and Senior Leadership Teams.
- Strong negotiation, advocacy and partnership-building skills.
- Ability to foster an inclusive, collaborative and high-performance culture.
- Ability to provide thoughtful, credible and collaborative leadership in a complex organisational environment.
- Ability to foster organisational cohesion and unite teams behind a shared vision and common purpose.

- Ability to communicate organisational purpose and strategic direction in an engaging and inspiring manner.
- Strong relationship-building skills with regulators, government bodies, local authorities and strategic partners.

Desirable

- Experience of representing an organisation at a national or sector-wide level.
- Media and public affairs experience.
- Experience leading significant organisational transformation or growth programmes.

Experience

Essential

- Significant senior leadership experience, including responsibility for organisational strategy and performance.
- Experience reporting to and working closely with a governing Board or equivalent.
- Experience leading organisational change and delivering strategic objectives.
- Experience managing substantial budgets and ensuring long-term financial sustainability.
- Experience of corporate governance and risk management.
- Experience developing and maintaining effective relationships with external stakeholders and partners.
- Experience of leading and motivating multidisciplinary teams.
- Evidence of successful delivery of customer-focused services.
- Experience of leading successful organisations, services or business areas through periods of stability, growth and continuous improvement.
- Demonstrable experience of building and sustaining high-performing organisational cultures.
- Experience of acting as a public-facing ambassador and spokesperson for an organisation with multiple stakeholder groups.

Desirable

- Chief Executive, Director or Executive-level experience within social housing, public services, local government, charity or regulated sectors.
- Experience of housing development and growth programmes.
- Experience working within a Scottish Registered Social Landlord (RSL).
- Experience of influencing public policy or regulatory developments.
- Experience managing major capital investment, asset management or regeneration programmes.

Knowledge

Essential

- Detailed knowledge of the social housing sector.
- Understanding of effective corporate governance principles.
- Knowledge of strategic planning, organisational performance management and business improvement.

- Understanding of financial management, treasury principles and long-term business planning.
- Knowledge of risk management and internal control frameworks.
- Understanding of contemporary leadership, workforce development and organisational culture.
- Knowledge of equality, diversity, inclusion and human rights principles.
- Understanding of partnership working across public, private and third sectors.

Desirable

- Detailed knowledge of the Scottish housing sector.
- Knowledge of the Scottish Housing Regulator's Regulatory Framework and Standards of Governance and Financial Management.
- Knowledge of the Affordable Housing Supply Programme, housing development funding and investment models.
- Understanding of the wider policy context including homelessness, poverty, community regeneration, net zero and social justice agendas.
- Knowledge of Scottish charity and not-for-profit governance requirements.

Other Qualities

- Ability to act as an ambassador for the organisation locally and nationally.
- Visible commitment to the organisation's purpose, values and social mission.
- Integrity, credibility and sound judgement.
- High levels of personal resilience and adaptability.
- Commitment to openness, accountability and ethical leadership.
- Ability to build trust and confidence with staff, tenants, Board members and stakeholders.
- Collaborative and empowering leadership style.
- Commitment to equality, diversity, inclusion and wellbeing.
- Strong personal drive, energy and enthusiasm.
- Pragmatic and balanced approach to leadership and decision making.
- Thoughtful and delivery-focused with the ability to achieve sustainable long-term outcomes.
- Credible leader with the personal presence to inspire confidence both internally and externally.
- Passion for housing, community development and social justice.
- Innovative and entrepreneurial mindset.

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