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# Chief Executive

## Job description

# Job Description

**Job Title** Chief Executive

**Reports to:** The Management Committee, via the Chair

**Line manages:** Director of Finance & Corporate Services  
Director of Housing Services  
Director of Property Assets

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## Job purpose:

Responsible to the Castlehill's Management Committee and subsidiary Committees for the leadership and agreed overall direction of the organisation.

Responsible for the organisation's effective financial and operational performance, maximising use of assets and supporting growth.

Working within agreed values and a cohesive strategy to deliver: quality services; inspiring and empowering staff to deliver service excellence; high levels of resident satisfaction and meeting agreed standards of ethical behaviour.

Ensure compliance with statutory and regulatory requirements within a robust framework of strong governance for Castlehill and its subsidiaries.

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## Key Relationships:

**External:** To maintain and develop effective relationships with tenants; our regulators and funders; and partners and other agencies involved in our work.

**Internal:** To maintain effective relationships with members of the Committee, and active engagement with staff.

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## Key responsibilities:

### *Leading the business:*

1. Ensure the Committee is provided with the necessary performance and planning information to make informed decisions about services; statutory and regulatory requirements; risks and the future direction of the organisation.
2. Keep abreast of relevant changes in the external environment, analysing threats and opportunities, identifying best practice ensuring that the strategic plan and 5-year plan are viable; appropriately resourced; deliver high quality services and value for

money and are regularly reviewed through an effective business and financial planning system.

3. Ensure that the vision, values and objectives of the organisation are prominent and that these are embedded within the organisation and kept under regular review.
4. Act as an ambassador for the organisation and develop effective external networks, especially with the Regulator, local authorities, funding institutions and key stakeholders, that will add value to the business and to be able to influence sector debate and thinking.
5. Ensure an effective marketing and communication strategy is in place to enhance and proactively manage the organisations reputation, ensuring inclusivity and accessibility to all our stakeholders
6. Maintain the financial viability of the business, ensuring solvency and a strong balance sheet, ensuring that there are effective systems in place for financial control and covenant compliance.
7. Be responsible for the health and safety of the staff and tenants.
8. Ensure that the organisations premises are fit for purpose; and that IT systems are robust and that appropriate business continuity plans are in place.
9. Identify and appraise any opportunities for new business or new developments, bringing to the Committee any such opportunities that are in line with the mission and the objectives of the organisation

#### ***Leading on Governance:***

10. Work collaboratively with the Committee to support the Convenor in the delivery of sound governance, ensuring compliance with; scheme of delegation; Code of Conduct; and regulatory standards. Including the recruitment, induction, training and development of committee members
11. As Company Secretary be proactive in providing the committee and subsidiary Committees with the information they require to make informed decisions about compliance; managing risk; and the future direction of the organisation.
12. Ensure an appropriate control and assurance framework is in place to meet statutory, regulatory and financial requirements to manage risks to the organisation, that supports the publication of a compliant self-assurance statement.

#### ***Leading people:***

13. Work within the vision and strategy to ensure appropriate objectives, plans and targets are cascaded through the business, aligned to our behaviours, values and strategic plan.
14. Lead by example by adopting a coaching style which encourages innovation and empowers and develops staff to fulfil their potential and deliver high levels of performance.
15. Create a climate where inclusion and diversity are valued.

16. Give recognition for individual and team performance, celebrate success and set standards for how performance issues are dealt with.
17. Ensure positive and productive relationships between senior leadership and the committee and subsidiary Committees.

***Leading customer service:***

18. Lead a strong distinctive customer service culture and with a commitment to customer excellence to enhance customer experience
19. Champion a culture of continuing professional development, where best practice and innovation are regularly considered, so that staff are enthused about their contributions and can see their impact and value.
20. Ensure that value for money is demonstrated in all aspects of service delivery and provide open and transparent information to the Committee to enable them to monitor this.
21. Foster an environment where the views and involvement of customers is seen as integral to service quality and development.

No leadership role profile can cover every issue which may arise and the postholder is expected to be sufficiently flexible to carry out other duties as required from time to time.

# Person Specification

## Qualification and Training

- A degree level qualification in a relevant discipline, or equivalent relevant experience
- Full valid driving licence
- Member of a relevant professional body (desirable)

## Experience:

- Experience of formulating and implementing strategy and delivering measurable results.
- Experience of creating and promoting a culture that promotes and achieves excellence in quality and value for money.
- Significant experience of operating within a heavily regulated environment at a senior level in housing including working with/to a Committee.
- Knowledge of working in a regulated environment.
- Strong financial understanding and experience of managing complex budgets.
- Maintaining a focus on improving the customer experience and modernising services.
- Identifying, developing and managing innovative long term mutually beneficial strategic and commercial relationships with other housing associations, public and private sector organisations. (desirable)

## Core Skills:

- Acts with integrity, is accountable and actively promotes and supports the organisations vision, values and behaviours.
- An appreciation of what it takes to effectively lead a smaller organisation.
- The ability to take on the autonomy of a CE role.
- Strong business and financial acumen.
- A passion for the delivery of affordable housing
- A motivational leader, who coaches and inspires service excellence and accountability.
- Proactively demonstrates a strong commitment to equality and diversity, role modelling expected behaviour in a values-based organisation.
- Advocates for the rights of customers to have access to excellent homes and services.
- Excellent communication and interpersonal skills, with an approachable style that is effective across different audiences.

**Abilities and Attributes:**

- Strategic thinking and the ability to turn strategy into actions.
- A strong negotiator and influencer, able to work intuitively with a wide range of stakeholder and secure buy-in.
- Able to assess risk and promote risk awareness without being risk averse.
- Strong commercial and financial acumen, able to absorb and interpret complex data.
- The ability to lead a senior team, adopting a collegiate style while driving performance
- Makes sound judgements, confident in own knowledge, able to give advice to others and be accountable for that advice.
- Champions innovation and the optimisation of IT/other new technology.
- Resilient, diplomatic and tactful; adept at managing a range of professional relationship

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