

**PCHA**

**CONNECTING COMMUNITIES**

Recruitment Pack

**Head of Housing Contracts**

March 2024

## Welcome from the Chief Executive, Karen Cooper

Dear Applicant,

Thank you for your interest in the role of Head of Housing Contracts. This is an exciting new role and a fantastic opportunity for the right candidate to join PCHA and make a real difference to the organisation during a significant period of growth and change.

PCHA (Penge Churches Housing Association) is a small community based housing association, with 413 homes, in the boroughs of Bromley and Bexley. Our aim is to make a difference every day and have a positive impact on both the lives of our residents and the communities in which we work. We are committed to working in partnership with our residents to ensure that their tenancies, and our communities, are sustainable. People are very much our business and our small but passionate team are undoubtedly our greatest resource. We like to work hard but have fun whilst we do it so it's a great place to work.

This is an exciting time for our future. Having completed a merger in March 2023, we are now entering into a partnership with the London Borough of Bromley to manage their housing stock on their behalf; approximately 300 homes, including some temporary accommodation, with more homes in the pipeline. We are seeking a dynamic and proactive Head of Housing Contracts to complete the integration and implementation of this critical contract. The successful candidate will be responsible for delivering this contract on budget and in line with the Council's KPIs and contract requirements.

Our residents are at the heart of everything we do and we want a senior manager who can help drive this culture. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to PCHA and our residents. This role is a critical and exciting one for the right person.

We are ambitious for growth and plan to develop approximately 40 new homes over the next 5 years or so whilst not losing sight of our current residents and homes. The next 12-18 months will see significant change with this new contract and you will work closely with me, as Chief Exec, to embed this contract and make our partnership with the Council a success. We believe we punch above our weight and want a Head of Housing Contracts who can do the same!

We have a committed and enthusiastic staff team and we need a Head of Housing Contracts who can support PCHA and lead the team to deliver truly excellent services. If you are skilled, passionate, proactive, dynamic and keen to make a real impact then this could be the role for you.

We recognise this is a key role and in order to get the right person we can be flexible about the hours/days worked and the package we can offer.

Should you wish to have an informal chat about the role please call me on 020 3434 5331 .

Karen

**Karen Cooper, Chief Executive**

## About PCHA – Vision and Values

### Our Vision

**We are an ambitious local housing association that strives to deliver homes and services we can be proud of. We aim to make a positive impact and work collaboratively with our residents and communities to support them to thrive.**

### Our Values

#### Acting with Integrity

- We communicate in an open, honest and transparent way
- We do what we say we will and keep our promises
- We are accountable for our decisions and take responsibility for our mistakes

#### Being Ambitious

- We seek to deliver a broader range of services to meet the needs of more people in our community
- We are prepared to take appropriate risks to drive improvement and growth
- We are creative, forward thinking and open to new ideas
- We embrace change and respond positively to new opportunities

#### Striving for Excellence

- We will work inclusively and innovatively to continuously improve
- We are people focused and aim to tailor our approach to the needs of individuals
- We support residents in a holistic way, supporting them to thrive
- We strive to be proactive, solution orientated and go the extra mile
- We continually challenge ourselves to improve our performance

- We seek to make sound business decisions and be well governed and managed

### **Working in Partnership**

- We build strong and positive relationships based on trust and mutual respect
- We strive to create a culture of collaboration and shared accountability

### **Behaving with Respect**

- We behave in a fair-minded and non-judgemental way
- We value the individuality and diversity of our residents, staff and communities
- We are inclusive and respectful in the way we work
- We celebrate difference, believing everyone is unique
- We have a zero-tolerance approach to discriminatory behaviour

### **Being Kind**

- We treat each other with compassion and kindness
- We encourage open conversations about mental health and well being

**...Making a Positive Impact**

## Strategic Objectives 2023-2025

### Our Services

- ❖ *Providing excellent services we are proud of*
- ❖ *Doing the Basics brilliantly*
- ❖ *Putting residents at the heart of what we do*
- ❖ *Working positively and holistically with residents to help them to sustain their tenancies*

### Our Homes

- ❖ *Providing and maintaining homes we are proud of*
- ❖ *Providing homes that are decent, safe and green*
- ❖ *Delivering more rented homes for the local community*

### Our Community

- ❖ *Making a positive impact in the wider community*
- ❖ *Work in partnership with others to proactively support our residents and local community*

### Our Business

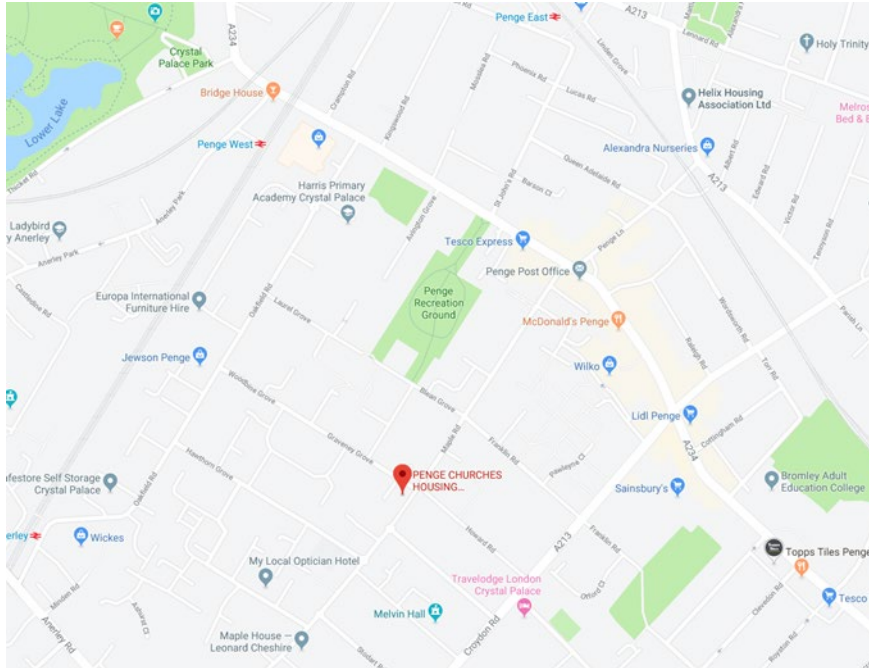
- ❖ *Being a modern, agile, resilient and forward-thinking business*
- ❖ *Maintaining financial strength, ensuring we have the resources to deliver our objectives*
- ❖ *Driven by our vision and values*

### Our People

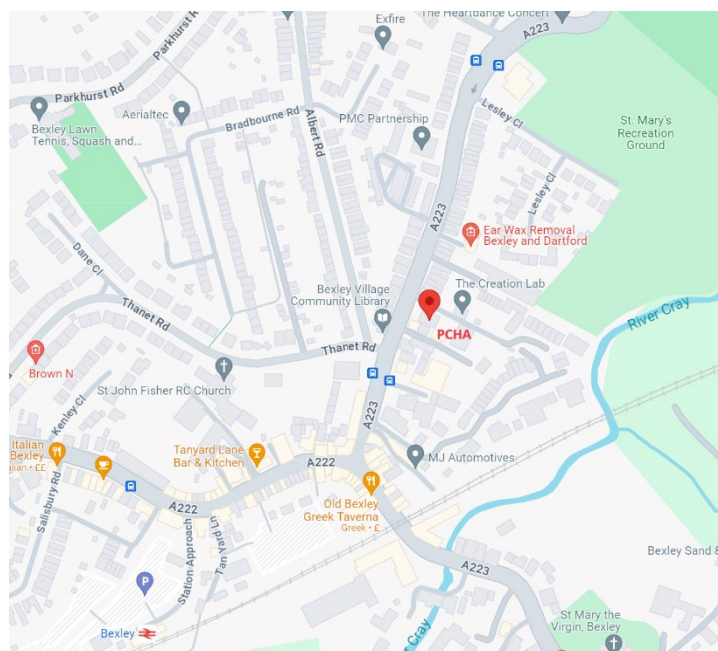
- ❖ *Building strong and positive relationships based on trust and mutual respect*
- ❖ *Creating a culture of collaboration and shared accountability*
- ❖ *Being agile, light of foot and resilient in the way we work*

## About PCHA – Our Offices

**PENGE** - Based in Penge, SE20, our current office is within a 10 minute walk of Penge East. Penge West and Anerley Stations, with shops and amenities just a few minutes walk away. Close to Beckenham, Bromley town and Croydon, our office is easy to reach by car and there is plenty of free on-street parking.



**BEXLEY** - Based in Bexley Village, DA5, our current office is within a 5 minute walk of Bexley Station, with the shops and cafes of Bexley close by. We have parking on site.



## Key Terms and Conditions

- Basic Salary circa £55k FTE (negotiable for the right person)
- Location: Hybrid - Agile working in place
- 4-5 days per week (flexible working available) with some evening attendance as required
- 25 days annual leave plus public holidays (pro rata) plus 2 additional days at Christmas, increasing with length of service
- Company Defined Contribution Pension Scheme (Employer contribution 10%)
- Salary Sacrifice scheme
- Ability to buy/sell leave
- Employee Assistance Programme
- Contribution to professional subscriptions and development
- HSF Health Plan with Perkbox rewards



# Job Description and Person Specification

## Job Description:

### Job Description

#### Overview:

As the Head of Housing Contracts at PCHA, you will play a pivotal role in managing approximately 300 homes on behalf of the London Borough of Bromley. You will lead a team of approximately 6 staff members, ensuring a proactive, responsive and truly exceptional service is delivered to residents. You will lead and inspire a performance related and customer focussed culture

You will manage all aspects of the contract, ensuring all contractual terms and KPIs are met, while maintaining strong relationships with the Council and other key stakeholders. You will oversee all operations including: tenancy management, resident support and engagement, repairs & maintenance and H&S, ensuring compliance with regulatory standards and legislation.

This role requires a strategic approach to housing management, contract management, and team leadership.

#### Key Responsibilities:

##### 1. Contract Management:

- Oversee all aspects of the housing contract with the London Borough of Bromley, being the face of PCHA.
- Ensure compliance with all contractual obligations, including property maintenance, rent collection, and resident services.
- Review contract terms and negotiate adjustments as necessary to meet evolving needs.
- Provide regular reports regarding contract performance and KPI compliance.
- Provide effective and robust contract management and compliance on all operational service contracts, such as security, cleaning and gardening.
- Be pro-active in the development of key partnerships, working with key stakeholders to ensure the effective co-ordination and delivery of the contract

##### 2. Team Leadership:

- Lead, motivate, and manage a small team, in line with PCHA's values and behaviours.

- Ensure the PCHA values are reflected in the work of the team and that all services provided are delivered in line with the PCHA vision and values
- Provide guidance, support, and training to staff to enhance their skills and capabilities.
- Conduct regular performance reviews and implement development plans to drive team effectiveness.

### 3. **Resident Relationships:**

- Foster positive relationships with residents, addressing their concerns promptly and effectively.
- Develop and implement strategies to improve resident satisfaction and engagement.
- Manage resident inquiries and complaints, ensuring timely resolution and maintaining high levels of customer service.

### 4. **Property Management:**

- Oversee property maintenance and repairs, ensuring timely completion and adherence to quality standards.
- Coordinate with contractors and service providers to deliver cost-effective maintenance solutions.
- Monitor property condition and recommend improvements to enhance the living environment for residents.

### 5. **Budget Management:**

- Develop and manage the housing budget, ensuring efficient allocation of resources.
- Monitor expenditure against budgetary targets and implement cost-saving measures where appropriate.
- Provide regular financial reports and analysis to senior management and stakeholders.

### 6. **Compliance and Regulation:**

- Ensure compliance with relevant housing legislation and the regulatory code at all times.
- Stay updated on changes to legislation and proactively implement necessary adjustments to policies and procedures.
- Conduct regular audits and inspections to maintain compliance and mitigate risks to PCHA.

## 7. General

- Work flexibly and positively as part of a small team
- Put residents first at all times, providing a high standard of customer service both internally and externally
- Adhere to the spirit and requirements of PCHA's equal opportunities and other policies
- Represent PCHA at internal and external meetings as required portraying a professional image at all times
- Exercise a duty of care with respect to the health and safety of all
- Undertake any other reasonable duties that may be required from time to time

**Note:** This job description is a broad summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time.

### Person Specification:

1	Education and Qualification	Essential	Desirable
1.1	Relevant degree level education <b>or</b> equivalent experience. CIH qualifications (level 4 or above) desirable.	<input checked="" type="checkbox"/>	
1.2	Evidence of continuous professional development	<input checked="" type="checkbox"/>	
2	Knowledge and Experience		
2.1	Track record of effective working at senior level within social housing. Experience of working withing a Local Authority would be desirable	<input checked="" type="checkbox"/>	
2.2	Demonstrated experience in contract management, and delivering challenging targets and budgets	<input checked="" type="checkbox"/>	
2.3	Track record of leading proactive, responsive and holistic tenancy, customer and repair services	<input checked="" type="checkbox"/>	

2.4	Strong track record of collaborative leadership with the ability to inspire and motivate a diverse team.	<input checked="" type="checkbox"/>	
2.5	Experience of financial & budget management, with a sound commercial approach to procurement of services	<input checked="" type="checkbox"/>	
2.6	Track record of building effective relationships with staff, residents, and external stakeholders	<input checked="" type="checkbox"/>	
2.7	Up to date and thorough knowledge and understanding of the legislative and regulatory framework for the sector	<input checked="" type="checkbox"/>	
2.8	Evidence of a participative approach, actively engaging and involving residents to support service delivery and improvement	<input checked="" type="checkbox"/>	
2.9	Experience of managing and reporting on performance in terms of arrears, voids and repairs.	<input checked="" type="checkbox"/>	
<b>3</b>	<b>Skills and Ability</b>		
3.1	Ability to work in a dynamic and fast-paced environment, adapting quickly to changing priorities and challenges.	<input checked="" type="checkbox"/>	
3.2	Resilience and the ability to remain calm under pressure, maintaining professionalism and composure in challenging situations.	<input checked="" type="checkbox"/>	
3.3	Exceptional organisational skills and attention to detail, with the ability to manage multiple priorities and deadlines effectively	<input checked="" type="checkbox"/>	
3.4	High level of written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences	<input checked="" type="checkbox"/>	

3.5	Excellent communication and negotiating skills in order to build effective relationships with staff and key stakeholders	<input checked="" type="checkbox"/>	
3.6	Ability to understand and manage complex data and produce reports to show trends, compliance and progress.	<input checked="" type="checkbox"/>	
3.7	Ability to balance social purpose with commerciality getting VFM	<input checked="" type="checkbox"/>	
<b>4</b>	<b>Behavioural</b>		
4.1	Builds strong relationships <ul style="list-style-type: none"> <li>• Works collaboratively and is supportive to colleagues</li> <li>• Builds effective and positive external relationships</li> <li>• Is fair minded, inclusive and non-judgemental</li> <li>• Is positive with has a can do approach</li> </ul>	<input checked="" type="checkbox"/>	
4.2	Delivers excellent customer service <ul style="list-style-type: none"> <li>• Is proactive, solution focussed and willing to go the extra mile</li> <li>• Treats people as individuals and tailors their approach wherever possible</li> <li>• Communicates in a way that is appropriate, timely, clear and accurate</li> <li>• Is able to say no in a positive way</li> <li>• Is reliable and keeps promises</li> </ul>	<input checked="" type="checkbox"/>	
4.3	Acts with Integrity <ul style="list-style-type: none"> <li>• Takes responsibility for own actions and mistakes</li> <li>• Is accountable for decisions and doesn't pass the buck</li> <li>• Is open, honest and trustworthy</li> </ul>	<input checked="" type="checkbox"/>	
4.4	Planning and Organisation <ul style="list-style-type: none"> <li>• Plans and prioritises own work effectively</li> </ul>	<input checked="" type="checkbox"/>	

	<ul style="list-style-type: none"> <li>• Meets deadlines and responds in a timely manner to requests/emails</li> <li>• Thinks things through to come up with effective solutions</li> </ul>		
4.5	<p>Being Ambitious</p> <ul style="list-style-type: none"> <li>• Ambitious for the future of PCHA, seeking to deliver a greater range of services to more people within our communities</li> <li>• Prepared to take risks to drive improvements and growth</li> <li>• Creative and open to new ideas</li> <li>• Embraces change and respond positively to new opportunities</li> </ul>	<input checked="" type="checkbox"/>	
4.6	<p>Strategic Leadership</p> <ul style="list-style-type: none"> <li>• Acts as a role model and inspires confidence</li> <li>• Leads teams to achieve PCHAs vision and objectives</li> <li>• Acts in the interest of PCHA an “sees the whole picture”</li> <li>• Leads in terms of compliance with regulation and internal policies/targets</li> </ul>	<input checked="" type="checkbox"/>	
4.7	<p>Decision making</p> <ul style="list-style-type: none"> <li>• Makes appropriate and timely decisions that are evidence based</li> <li>• Thinks things through to come up with effective solutions</li> <li>• Able to make difficult decisions even in times of change/challenge</li> <li>• Owns and communicates difficult decisions</li> </ul>	<input checked="" type="checkbox"/>	
4.8	<p>Developing the team</p> <ul style="list-style-type: none"> <li>• Develops, supports and manages people to drive up performance</li> <li>• Takes a robust approach to tackling poor performance</li> <li>• Develops people’s strengths and addresses weaknesses</li> <li>• Fosters cross team working and collaboration</li> </ul>	<input checked="" type="checkbox"/>	

	<ul style="list-style-type: none"> <li>Creates a positive working environment</li> </ul>		
<b>5</b>	<b>Commitment / Other</b>		
5.1	Full and valid UK driving licence and access to a car	<input checked="" type="checkbox"/>	
5.2	Willing to work occasional evenings	<input checked="" type="checkbox"/>	

## **Advert**

### **Head of Housing Contracts**

Location - hybrid

**FULL TIME (flexible)**

**Salary circa £55k pro rata**

PCHA is a successful, small community-based registered provider of social housing based in the boroughs of Bromley and Bexley. We own and manage 413 homes and we are passionate about working together with our residents and making a positive impact on our community. We will soon be taking over the management of approximately 300 units on behalf of the London Borough of Bromley. This is an exciting and challenging new role for the right person.

We are seeking to recruit a highly skilled, passionate, proactive and dynamic Head of Housing Contracts to deliver on all aspects of the management contract and ensure front facing services meet both the Councils and residents expectations. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to the organisation and our residents.

We are looking for an experienced senior manager, with housing sector experience, with a positive approach and strong strategic leadership skills. You will be capable of driving operational excellence and delivering high-quality housing services to residents, ensuring all contract requirements are met. We need a great communicator who will act as an ambassador for PCHA, forging and sustaining strong relationships with the local authority and other key stakeholders. As well as experience of tenancy and property services and a passion for customer service, the successful candidate will embody the vision, values and ambitions of PCHA and motivate the team accordingly.

The successful candidate will:

- Drive a strong customer service ethos across the organisation
- Provide leadership on all tenancy and resident support services
- Lead on all aspects of contract management and report on performance
- Lead on delivery of excellent property services



- Ensure compliance on health and safety matters

**If you would like to find out more about the role please contact Karen Cooper on 020 3434 5331 or [karen@pcha.co.uk](mailto:karen@pcha.co.uk)**

Visit [www.pcha.co.uk](http://www.pcha.co.uk) to find out more about us.

## How to apply

Please submit your CV **and** a supporting statement, ensuring that you provide information in respect of all of the following key areas:

### CV:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

### Supporting Statement:

5. Experience / knowledge / skills – and how you meet the person specification
6. Why you are interested in the role and how you will make a difference to PCHA

**CVs alone will not be accepted.**

We ask that applications are in minimum font size 12 and **no more than 8 pages** in total.

**All applications must be submitted by email to *Karen Cooper at karen@pcha.co.uk***

Completed applications must be received by **9am Wednesday 17<sup>th</sup> April 2024**