

Rutherglen and Cambuslang Housing Association Job Description

CHIEF EXECUTIVE

Reports to: The Board of Management

Responsible for: Senior Management Team (SMT)

JOB PURPOSE:

Ensure excellent, innovative and customer focused services for tenants by providing inspirational leadership and vision.

Drive the strategic direction and growth development of the Association.

Hold the Senior Management Team accountable for all operations together with holding executive accountability for all operations.

Develop key strategic partnerships to deliver tangible and demonstrable benefits to the Association's customers.

Promote the organisation's brand and develop the Association's profile, to ensure we are seen as a leading and well-respected player within the housing sector.

Ensure good governance is upheld at all times in line with SHR guidelines.

KEY RELATIONSHIPS:

External: The Scottish Housing Regulator; lenders and investors; lead members and officers at South Lanarkshire Council; local third sector groups and partners;; other housing providers and regional and national housing organisations; elected members, MPs; professional advisors to the business; and national housing policy makers and influencers.

Internal: The Board; the Senior Management Team and wider staff team; tenants, factored owners and other services users.

CORE RESPONSIBILITIES:

Leadership

- Deliver the long term strategic direction for Rutherglen and Cambuslang Housing Association as set by the Board
- Lead the development, review and delivery of the Business Plan.
- Work in partnership with the Board to ensure excellent governance of the Association.
- Develop a coherent, innovative and efficient strategy for meeting housing needs within the relevant statutory, regulatory and policy requirements.
- Ensure that there is a clear Performance Management Framework across the Association so that the work of the Association is planned, executed, controlled and monitored to meet its objectives and protect its assets.
- Develop and review the organisational staff structure to ensure it is fit for purpose and enables the best use of people's skills and talents (please note – the staff structure was reviewed in April 2025 as part of the development of the 3 year Business Plan).
- Manage the effectiveness of the Senior Management Team in developing and implementing coordinated strategies and plans so that all departments within the Association work together productively in pursuance of its objectives and achieving its targets.
- Champion and promote the Association's values and ensure they are embedded across the staff team and the work of the Association.
- Ensure that the Association is an efficient, responsive and accountable RSL committed to the delivery of quality services to tenants and other customers.
- Champion Equalities & Human Rights by delivering the HER policy, leading equality, diversity and inclusion and ensuring these are positively embedded across the Association.
- Foster a culture that deals with problems quickly, minimises errors, takes the time to learn, and rectifies issues promptly where they occur.

Service Delivery

- Ensure the provision of high-quality homes and effective delivery of repair and improvement programmes including driving up energy efficiency standards.
- Balance the need to invest in homes, ensure high quality service delivery with ensuring rents remain affordable for existing and future tenants.
- Ensure services are efficient, economic and effective and deliver value for money to customers.
- Ensure the provision of a high quality, customer focused, housing service to customers and service users
- Ensure compliance with the requirements of the Scottish Housing Regulator, including the Scottish Social Housing Charter, Regulatory Framework and any other relevant requirements.
- Ensure compliance with all other Regulators, including the ICO, SPSO etc.
- Develop and deliver an effective Customer Engagement Strategy that ensures customers have the opportunity to scrutinise the Association's performance and influence the Association's work.

The Staff Team

- Establish a skilled, well supported, well-motivated staff team.
- Empower managers and staff to act with the minimum supervision needed to ensure probity and efficiency and achievement of targets and objectives.
- Be approachable, foster a culture of openness and willingness to both learn and find better ways of working which reflect flexibility in operating practices.
- Ensure the Board is supported to adopt a firm but fair approach to disciplinary issues which reflect legal requirements and good practice and embed this approach across the management team.
- Establish a team with a shared vision working to common objectives.
- Develop and deliver a Human Resources Strategy that staff are invested in, are clear on expectations and have the skills, abilities and tools to deliver outstanding service to customers.

Governance	<ul style="list-style-type: none"> • Support the Board to deliver the highest standard of governance that meets Regulatory Standards. • Support the Board to ensure that it is appropriately skilled, motivated and effective in its decision making. • Ensure the Board and Sub-Committees are effectively serviced and provided with plans, policy proposals, financial, performance and other information necessary to control the work of the Association • Provide timely advice to the Board, especially in relation to key risks, risk management and legislative and policy changes. • Ensure new Board Members are effectively inducted into their role.
Management systems	<ul style="list-style-type: none"> • Develop our vision and values and ensure that these are articulated and detailed in the Association's Business Plan and supporting systems. • Oversee an effective system of financial and other management controls, including clear delegation of authority, accurate and timely performance reporting and systems to minimise fraud and inaccuracy of financial records. • Ensure the Association has an effective approach to risk management, including risk identification, mitigation and reporting. • Ensure the Association has an effective Asset Management Strategy that actively integrates proactive asset management across the business. • Liaise with the Association's financial support provider to regularly review the overall financial performance of the Association, ensuring variances against budget are addressed and any necessary corrective action is in place. • Take overall responsibility for comprehensive and properly maintained Health and Safety policy and procedures. • Ensure compliance with the Association's Internal Audit requirements.
Strategic Partnerships	<ul style="list-style-type: none"> • Continue to explore and develop strategic partnerships with South Lanarkshire Council, and other local RSL's to deliver benefits to customers. • Explore how the Association could develop other strategic partnerships to deliver benefits to customers. • Foster and develop partnerships to deliver on other key issues, such as tackling homelessness and the delivery of regeneration across our areas of operation.

Innovation and New Opportunities	<ul style="list-style-type: none"> • Drive the organisation forward to ensure that new opportunities are identified, assessed and taken forward where they will benefit the Association and/or our customers. • Explore and deliver on the strategic case for tenure diversification and growth such as mid-market rent, shred equity etc. • Ensure the Association delivers on key priorities and tackles the difficult issues by overcoming challenges and seeking innovative new approaches to deliver results. • Develop and maintain external networks, effectively promoting the Association to external bodies, ensuring that promotional activities do not infringe the Association's Charitable Status. • Foster innovation in service delivery. • Represent the Association in the local community, developing links with local groups and interested individuals to promote the work of the Association • Foster and promote a positive image of the Association.
Subsidiary	<ul style="list-style-type: none"> • Act as Company Secretary for the Associations subsidiary company, the Aspire Community Development Company • Advise the Aspire Board on all aspects of subsidiary's business activities • Supervise the day-to-day business of the company • Liaise with South Lanarkshire Council regarding the management and strategic direction of the Caledonian Centre
Other Duties	<ul style="list-style-type: none"> • Any other relevant duties as agreed with the Board • Take personal responsibility for promoting equality, diversity and inclusion across the Association. • Take personal responsibility for promoting health and safety across the Association. • Take personal responsibility for promoting an organisational culture that reflects the values of the Association and supports and empowers staff.