

**Rutherglen and Cambuslang Housing Association**  
**Chief Executive Officer**

**Job Description & Person Specification**

**Job Description**

**CHIEF EXECUTIVE**

**Reports to:** The Board

**Responsible for:** Management Team

**JOB PURPOSE:**

Ensuring excellent and cutting-edge services for tenants by providing inspirational leadership and vision.

Drive the strategic direction, growth development of the Association, together with holding executive accountability for all operations.

To develop key strategic partnerships, with and others, to deliver tangible benefits to the Association's customers.

To promote the organisation's brand and develop the Association's profile, to ensure we are seen as a leading regional and sub-regional player within the housing sector. Ensuring 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; and 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; customers, including Resident Associations.

## CORE RESPONSIBILITIES:

### Leadership

- Deliver the clear long term strategic direction for Rutherglen and Cambuslang Housing as set by the board, leading the development 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.
- Manage the effectiveness of the Executive 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 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.
- Lead equality, diversity and inclusion (EHR) across the Association. Champion EHR and ensure it is positively embedded across the Association, as well as leading the development and delivery of the Equalities & Human Rights Policy.
- 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.
- Ensure rents are genuinely affordable and balance the need to invest in homes, ensure high quality service delivery and customer affordability.
- Ensure services are efficient, economic and effective
- 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.

	<ul style="list-style-type: none"> <li>• Ensure an effective Customer Engagement Policy is in place ensuring customers have the opportunity to scrutinise the Association's performance and influence the Association's work.</li> </ul>
<b>The Staff Team</b>	<ul style="list-style-type: none"> <li>• Establish a skilled, well supported, well-motivated staff team.</li> <li>• Empower managers and staff to act with the minimum supervision needed to ensure probity and efficiency.</li> <li>• Be approachable, foster a culture of openness and willingness to both learn and find better ways of working which reflect flexibility in operating practices.</li> <li>• 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.</li> <li>• Establish a team with a shared vision working to common objectives.</li> <li>• Ensure that there is a Human Resources Strategy in place and that staff are invested in, clear on expectations and have the skills, abilities and tools to deliver outstanding service to customers.</li> </ul>

<b>Subsidiary Company</b>	<ul style="list-style-type: none"> <li>• Act as Company Secretary for the Associations subsidiary company, the Aspire Community Development Company</li> <li>• Advise the board of the company on all aspects of its business activities</li> <li>• Supervise the day-to-day business of the company</li> <li>• Liaise with South Lanarkshire Council regarding the management of the Caledonian Centre</li> </ul>
---------------------------	--