

Head of Corporate Services

Salary – PO23 £55, 657 – £58,688
(23/24 pay award pending)

Following a recent restructure, a new Head of Corporate Services post has been created to join our senior management team. Working alongside the Corporate Director and Head of Finance you will be responsible for the strategic leadership, development, management, and delivery of the STAR Corporate service functions to ensure that they meet the current and future needs of the business, local communities and contribute to providing an excellent quality customer focused housing service to all tenants.

You will oversee and direct the IT and Business Transformation, HR, Communications and Customer Relationships, Governance and Contract Management and Procurement functions to achieve company targets and key performance objectives.

Supported by a Governance Manager, you will have responsibility for ensuring that STAR achieves regulatory compliance with current Data Protection legislation.

We are looking for someone with previous HR and resource management experience, governance experience and exceptional IT skills and knowledge.

The post is based primarily in Shrewsbury, but with travel across the county to the Bridgnorth and Oswestry areas.

Who are Shropshire Town and Rural Housing?

We are an Arm's Length Management Organisation with responsibility for the management of all 3995 Shropshire Council owned homes in the Oswestry & Bridgnorth areas. We put the needs of our residents at the centre of how we deliver our services, in line with our vision, **"listening to our residents, together we create quality homes and vibrant communities"**

What will you get in return?

- Up to 33 days annual leave per year, plus bank holidays
- Access to Local Government Pension Scheme (employer contribution rate of 19%)
- Hybrid Working Policy
- Employee Benefits Portal, including the introduction of a salary sacrifice car scheme
- Wellbeing Support Package, which includes access to top counselling and physiotherapy services
- Training and development opportunities

For an informal discussion please contact Ros Bridges on 01742 210222.

Please send your completed application form to jobvacancies@starhousing.org.uk

Closing dates for applications: 9.00am, Monday 3rd July 2023

Interviews week commencing 10th July 2023

Job Description

1a Details of Post

Title: Head of Corporate Services

Post Number: TBC

Grade and SCP: PO23, SCP 49 – 52

Reports to: Corporate Director

Responsible for:

- **IT and Business Transformation (including performance)**
- **Human Resources**
- **Communications and Customer Relationships**
- **Governance, Contract Management and Procurement**

1. Main Purpose

- In conjunction with the Corporate Director and Head of Finance to be responsible for the strategic leadership, development, management and delivery of the STAR Corporate service functions to ensure that they meet the current and future needs of the business, local communities and contribute to providing an excellent quality customer focused housing service to all tenants.
- To oversee and direct the IT and Business transformation, HR, Communications and Customer Relationships and Governance, Contract Management and Procurement functions to achieve company targets and key performance objectives
- To ensure that our customers are at the forefront and focus of service delivery and development by ensuring that the needs of our residents/community are balanced with those of STAR and the Council.
- To be a member of SMT and to deputise for the Corporate Director as and when required.
- Ensures that STAR achieves regulatory compliance with current Data Protection legislation.

Key Responsibilities

- To provide advice and guidance to SMT and the Board when required on responsible service areas to ensure that STAR adopts best practice and delivers quality outcomes for customers.
- To build effective relationships with the Council and other partners in order to meet housing need and service delivery requirements for our existing communities.
- To be responsible for the delivery of HR, IT & Business Transformation, Governance and Procurement and Communications Strategies ensuring that strong, effective partnerships

are developed and maintained, internally and externally, for STAR to deliver its corporate and wider strategic area priorities.

- To lead and direct the following services teams in delivering and implementing STAR housing and corporate business strategy in relation to:
 - HR including Learning and Development
 - IT and Business Transformation including Performance
 - Governance and procurement including contract management
 - Communications and Customer Support.
- To be responsible for the management of budgets and delivery of service plans within Corporate Services attaining value for money and performance from procurement, contract monitoring and management, to ensure effective financial and budget management.
- Develop a clear performance management framework across all STAR teams that encourages continued service improvement and development, ensuring achievement of high performance in all services.
- Develop an organisational culture which is positive, forward-looking responsive to change, performance-driven and customer-focused and in which staff are valued and encouraged to innovate.
- Produce reports for SMT and Board on all matters related to the functions under the jurisdiction of the role.
- Ensure compliance with statutory and regulatory requirements and embed any changes into day to day strategic and operational activities and ensure that relevant policies and procedures are compliant.
- Act as an ambassador for STAR championing the organisation's positioning as a key place shaper within the county.
- To work effectively and collaboratively with the Council and other partners to meet the Council's statutory responsibilities.
- To support and advise the Corporate Director on the development of key strategies in, HR, Communications and Customer services, ICT and business transformation, Governance and procurement to ensure compliance with legislation and best practice.
- Ensure an effective approach to procurement and contract management, with a robust monitoring framework to ensure compliance with agreed standards for probity and due process.
- To implement a robust system of dashboards to enable company performance to be monitored and to submit returns to House mark and other external bodies and to report performance to SMT and the Board as required. To include benchmarking.

Performance & Customer Focus

- Engage with residents and customers, maintaining an appropriate personal profile.
- Ensure services and plans are customer-focussed and meet the needs of current and future residents
- Act as an advocate for their service and work collaboratively with colleagues across STAR Housing to meet the needs of the customer.
- Work collaboratively with colleagues across STAR to support the achievement of business-wide objectives
- Meet individual performance and personal development targets agreed through the Personal Development Review Process, learns from experience and is committed to continuous improvement individually and as an employee of STAR Housing.

Conditions of Service

The conditions of service are those laid down by STAR Housing, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

- a) The post is based at The Spruce Building, Shrewsbury, however a Hybrid Working Policy is in place.
- b) This post is subject to the following:
 - Normal working hours will be 37 over a Monday to Friday period.
 - The post is subject to the organisation's Flexible Working Hours Scheme.
 - The post is subject to the organisations' Annualised Hours Scheme.
- c) This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.
- d) Annual leave entitlement is 28 days per year, rising to 33 days after 5 years' service, two of which need to be held for Christmas Closure's. In addition, staff receive statutory bank holidays and a concessionary day at Christmas is given at the Company's discretion.
- e) The appointment is subject to three months' notice in writing on either side.
- f) The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.
- g) Smoking or vaping is not allowed in STAR Housing buildings, vehicles or in any STAR Housing places of work.
- h) It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on STAR Housing business at the rate of 45 pence per mile.
- i) The post may require attendance at meetings and events outside normal working hours, therefore a flexible working pattern within the hours for the post will be necessary.

Pre-employment Requirements

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form.

Person Specification
Head of Corporate Services

| Attributes | Essential/Desirable | Method of Assessment |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Qualifications (or equivalent skills) | <p>Essential:</p> <ul style="list-style-type: none"> • Degree level qualification e.g.; business and management • Relevant professional qualification e.g.: CIH, CIPD • Evidence of extensive continual professional development. | Documents & Interview |
| Experience and Knowledge | <p>Essential:</p> <ul style="list-style-type: none"> • Experience of collaborative/ joint working involvement in devising, setting and implementing corporate business strategy. • An understanding of the relevant legislative, professional and policy issues facing the provision of housing services and those corporate functions under the jurisdiction of the post and ensuring all policies, procedures and practices are legally compliant • A track record of managing at a senior level in a corporate services environment. • Ability to communicate effectively and persuasively with residents, board members, and staff at all levels of the organisation, and partners to positively represent the Company. | Interview & Scenarios |

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| | <ul style="list-style-type: none"> • A demonstrable track record of leading, motivating and managing teams to achieve high performing and significant, sustainable service improvements and outstanding results, through internal and external partnerships. • Experience of managing and overseeing budgets including budget setting. | |
| <p>Specialist skills and abilities</p> | <p>Essential:</p> <ul style="list-style-type: none"> • Ability to develop effective relationships with partners and key stakeholders including residents, businesses, communities, partner organisations and other public services. • Experience of managing and leading multi-disciplinary teams. • Excellent communication skills with high detail orientation as well as having evidence of the ability to communicate clearly and concisely with different audiences at all levels. • Ability to write clear reports and present effectively at Leadership Team, Committees and Board meetings. • Strong political awareness and acumen and evidence of successfully with partners under defined governance arrangements. • An effective leader, able to energise, engage, motivate and manage staff to deliver against corporate, service and individual objectives. • Demonstrate leadership skills in managing significant change and improvement in service delivery. • Effective decision maker with a good understanding of and the ability to manage high levels of workloads from diverse service areas portraying good time management and prioritisation skills. • Resilient and tenacious leadership skills with an ability to be able to handle pressure positively. • Ability to work across different services areas and to recognise and effectively manage conflicting priorities. | <p>Documents & Interview</p> |

Please ensure that the Job Description and Person Specification are used as a guide when completing your application form. All of the criteria will be assessed via your application form; further methods will be used to support this in the interview stage.