



# **DIRECTOR OF CORPORATE SERVICES**

**Hightown Housing Association**  
Building Homes. Supporting People

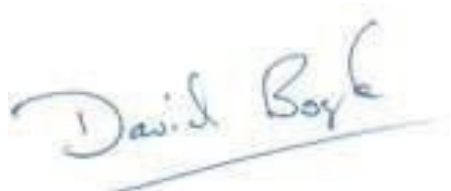
# INTRODUCTION AND WELCOME

Thank you for your interest in joining Hightown as Director of Corporate Services.

The Director of Corporate Services is a unique opportunity for a motivated and confident individual who wants a rewarding and fulfilling management career and to play a key part in shaping Hightown's future.

This appointment brief will provide you with all the information about the role and the benefits associated.

We look forward to receiving your application and thank you for taking the time to apply to the role.



David Bogle, Chief Executive



## ABOUT US

Hightown is a charitable association aiming to help people who need support and care or who cannot afford to buy or rent housing at market values. We do this by building hundreds of much needed new homes and providing care and supporting housing services for a wide range of people.

We currently manage over 8,000 homes mostly in Hertfordshire, Buckinghamshire and Bedfordshire and employ around 1,500 staff - mainly in our care and supported housing schemes.

A Board of volunteer unpaid members sets the direction for Hightown. The day-to-day running of the business is delegated to the Chief Executive, David Bogle, and employed staff.

# OUR IMPACT AT A GLANCE



**119** homeless people were given a bed at the Open Door shelter in 2020/21



Our annual turnover is **£126 million**



We support over **776** service users over **93** schemes



**80** homeless people moved on from temporary supported accommodation to secure housing in 2020/21



We employ over **1000** full and part time staff.



We have plans to build over **1,200** homes in the next two years

Find out more about our social impact on our [website here](#)



We own and manage over **8000** homes



## MISSION AND VALUES

Our mission is Building Homes. Supporting people.

Our values are

- ◆ Put residents and service users first
- ◆ Treat people with respect
- ◆ Be cost effective
- ◆ Don't compromise standards or safety
- ◆ Develop passionate and committed teams

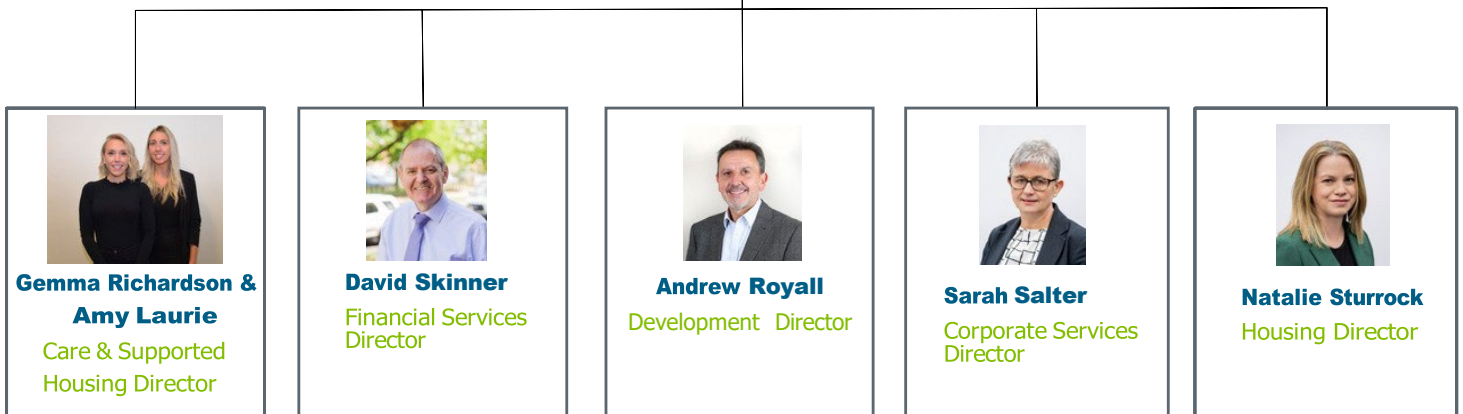
## OUR ANNUAL REPORT

Each year, Hightown publishes an Annual Report which highlights our achievements in Care and Supported Housing, Development and Housing. You can read a copy of our report on our [website](#)

## Senior Management Team



**David Bogle**  
Chief Executive



# ABOUT THE ROLE

<b>JOB TITLE:</b>	<b>Director of Corporate Services</b>
<b>SECTION:</b>	<b>Governance and Company Secretary/ IT/ Business Support/Communications/ Health &amp; Safety / Risk &amp; Compliance / Corporate support</b>
<b>RESPONSIBLE TO:</b>	<b>Chief Executive</b>
<b>RESPONSIBLE FOR:</b>	<b>Head of Governance and Company Secretary/ Head of Business Support/Head of IT/ Communications Manager/ Human Resources</b>

## Key Accountabilities

The Director of Corporate Services will be responsible for supporting the Board, as an active and energetic voice. As a trusted advisor to the CEO, they will help to develop the strategic direction and operational success of the organisation. Across the organisation, they will have responsibility specifically for the following teams:

- Governance/Company Secretary
- IT
- Business Support
- Communications and PR
- Health and Safety
- Human Resources

The Director of Corporate Services will direct the work of staff to ensure that high standards of service are provided to internal and external stakeholders and that the Association meets both its legal, financial, contractual and other obligations and its performance targets.

Other areas of accountability include:

- working with the Chief Executive and other senior staff to plan and manage the Association's operations to achieve the Association's objectives and respond to new and changing circumstances.
- actively support the Association's Vision and Values, promote the Association and seek out opportunities to expand the Association's work.
- preparing papers for and service the Association's Board and other Committees and

working parties including reporting on departmental progress.

- Leading on matters relating to Health & Safety, Risk & Compliance and Corporate Support.
- being the Association's Data Controller

“Despite the challenges, it has also been a productive and successful year, one where the Association has made good progress in delivering its strategic objectives and where the collective response to the challenges has been overwhelmingly positive.” Bob Macnaughton, Chair. Annual Report 2022

## Key Responsibilities

- To maintain and demonstrate a commitment to the Association's Vision and Values statement.
- To assist the Chief Executive with the overall running of the Association's affairs and participate fully in corporate initiatives, events and meetings.
- To manage, lead, motivate, supervise, monitor and support the work of the Managers and staff in the departments so as to achieve the highest possible standards of service with the available resources.
- To participate in relevant national and regional forums and events. To represent the Association and the Association's views and interests at external events. To publicise the Association's activities and capabilities.
- To keep abreast of changes in the Association's external operating environment and ensure that the appropriate measures are taken to enable the Association to respond positively.
- To produce plans and budgets for the departments that link with the Association's overall business planning processes and prepare the department for any future growth and developments.
- To ensure that the departments operate effectively and efficiently by initiating regular service reviews, monitoring performance and putting in place policies, procedures and processes that reflect best practice and maintain high standards.
- To oversee the Association's work on Regulation, Risk and Compliance so as to ensure the provision of assurance to the Board and Chief Executive on the organisation's management of risk and compliance with statutory and regulatory requirements.
- To be on call if required for emergency calls out of normal office hours and to

respond professionally to such calls.

- To maintain the appropriate level of skills necessary to do the job.
- To carry out the above duties out of normal office hours if necessary.
- Any other duties consistent with the responsibilities of the post at the request of the Chief Executive.
- To participate in the review of this job description as necessary



# WHO WE'RE LOOKING FOR

The successful candidate will be a dynamic and communicative leader, capable of winning trust



Candidates will be expected to demonstrate many of the skills and kinds of experience listed below:

- experience from a similar corporate services leadership position;
- an affinity with and motivation to work for a care provision business;
- experience of working in a regulated industry, ideally of or adjacent to the social housing or care sectors;
- delivery of a successful organisational development strategy;
- an ability to engage with and influence across a diverse business;
- a successful track record of managing, motivating and inspiring large teams;
- building and maintaining effective partnerships across various stakeholders;
- being an excellent communicator with interpersonal and diplomacy skills;
- being attuned to good customer service;
- project management and successful delivery of new digital initiatives;
- confidence and experience of working closely with a Board;
- the ability to reconcile commercial imperatives with fulfilling charitable purposes;
- degree level education and any relevant professional qualification; and
- UK driving licence.

# TERMS AND CONDITIONS OF SERVICE

Full details will appear in the statement of particulars of terms of employment which will take precedence over this document.

## **Medical and safeguarding**

The appointment is subject to medical and enhanced child and adult DBS clearance that is satisfactory to the Association.

## **Salary**

The annual salary will be a maximum of £135,738 based on a 35 hour working week.

## **Status**

This is a permanent role. Either party may terminate the employment by giving to the other three months' notice in writing.



- ◆ Contributory pension
- ◆ Free life assurance
- ◆ 33 days' annual leave
- ◆ Employee assistance helpline
- ◆ Onsite gym and onsite parking
- ◆ Car allowance

## **Place of work**

The post is based at Hightown's head office in Hemel Hempstead, but the post holder may be required to work at other locations from time-to-time and to travel on the Association's business in general.

# OUR RECRUITMENT PROCESS

## INDICATIVE TIMETABLE

Closing date: **noon Thurs 8 June**  
Candidates can expect to hear about their application  
after: **14 June**  
Shortlisting: **29 June (for information only)**  
Interviews / Assessments:  
**to take place over 3 and 5 July**



## How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Hightown Housing Association on this appointment.

Candidates should apply for this role through our website at [www.saxbam.com/appointments](http://www.saxbam.com/appointments) using code **RAYHC**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter, and complete the online equal opportunities monitoring\* form.

The closing date for applications is noon on 8 June.

\* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.