

Castles & Coasts Housing Association

Delivery and Contracts Manager
(36.25 hours per week, Carlisle,
Workington or Newcastle)

Recruitment Pack

May 2019

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Thank you for your interest in the Delivery and Contracts Manager position with Castles & Coasts Housing Association (CCHA) Limited.

Following the adoption of our new development strategy we are embarking on an ambitious 5 year development programme across the North of England. This will see us double our delivery of homes each year. It's an exciting time for this growing organisation. We pride ourselves in having a pro-active, positive attitude, we believe in taking an innovative approach to development and are keen to work with residents, staff and other stakeholders.

We have an open mind about the previous experience of candidates; we don't necessarily need you to have worked in social housing previously but need you to show us transferable experience and skills. We also need you to embrace our principles and have a passion for developing a quality product which meets the needs of our customers.

Whilst needing knowledge and experience of the whole development process this role has a specific emphasis on the Construction aspects of our development programme.

To apply for this role you are required to fill in and return the application form to recruitment@castlesandcoasts.co.uk no later than **Monday 27th May 2019**. Please note we will only accept applications in our standard application format; we do not accept CVs.

We also have a vacancy for a Land & Acquisition Manager; if you want to apply for both manager roles, please indicate this, along with any preference and ensure your responses consider the requirements of both roles.

Interviews for this role will be held on **Tuesday 11th June 2019**, and if you are called for an interview, you will be notified by email. Please provide us with your preferred email address for receipt of this information. You will be asked to take part in an IT skills exercise to assess your IT competency which will prior to your interview and this can be undertaken at any location with internet access.

I regret that we cannot reply to each applicant in person, so if you have not heard from us on or before **Tuesday 4th June 2019** then your application has been unsuccessful on this occasion.

If you have any questions about the role please contact me for an informal conversation on 0191 2692624.

I look forward to reading your application.

Yours sincerely

David Brown
Head of Development

Telephone: 0191 2692624|
E-mail: david.brown@castlesandcoasts.co.uk

Role profile

Job Description

Reporting to: Head of Development

Direct Reports: Development Officer(s)

Responsible for:

1. Delivery of the organisation's development programme, within targets and to agreed standards
2. Development & implementation of development strategy
3. Managing external stakeholder relationships / profile raising

Purpose of the Job:

1. Meet business plan targets through the successful delivery of the development programme within internal and external regulatory frameworks
2. Maintain effective and efficient delivery through appropriate strategies and policies and procedures
3. Manage, develop and motivate the Development delivery team to achieve agreed objectives

Key Responsibilities

DELIVER THE PROGRAMME

1. Lead on the delivery of the development programme to meet areas of demand, ensuring activity is efficiently planned, procured and delivered in accordance with Homes England compliance, internal procedures and programme targets
2. Meet targets for new developments by preparing bid information, project appraisals, programme forecasts and monitoring the programme
3. Ensure adequate scheme records through the development process, maintaining programme and budget monitoring systems and generating monitoring reports as required
4. Undertaking internal and external negotiations to progress schemes
5. Lead on the technical and contract management aspects of the delivery of the development programme, ensuring the team works efficiently in meeting milestones and targets

NEW BUSINESS

1. Support the work towards strategic priorities by identifying and developing new business opportunities
2. Support the development of a pipeline of schemes to meet the organisation's development strategy and programme
3. Ensure viability of development activities by supporting the preparation of feasibility and risk appraisals for all schemes for approval by Board / SMT
4. Prepare Board / Committee report on all aspects of development, attending and presenting papers at meetings as required
5. Maximise opportunities for business development by establishing and maintaining an effective external network
6. In conjunction with the Head of Development (HoD), develop new and innovative approaches to delivering development priorities and future concepts for high quality, energy efficient, smart homes
7. Support the HoD and colleagues in business planning for the organisation's future development capacity and capability

SALES/COMPLETIONS

1. Ensure the timely handover of properties through effective management of defects through liability period, and ensuring final accounts are prepared and agreed
2. Working closely with the leasehold team, ensure sale targets for home ownership products are achieved and appropriate joint planning is undertaken
3. Support the negotiation and build up of leases and complex purchase or legal agreements for approval, ensuring compliance with public and private funders

MANAGEMENT

1. Ensure high quality service delivery
2. Liaise effectively with Local Authorities, Homes England and other agencies to ensure efficient and effective communication, governance and audit compliance
3. Ensure close and effective working relationships with key managers and their associated teams across the organisation
4. Management of consultants and contractors, acting as required, to ensure programme targets are met
5. Ensure standard house types, specifications and contracts in use meet regulatory and customer requirements
6. Ensure accurate data is maintained on IT systems, preparing monitoring reports as required for inclusion in committee/board reports within agreed timescales
7. Represent and promote the work of the Association, attending meetings out of hours as necessary
8. Develop appropriate policies and procedures
9. Respond effectively to requests or complaints relating to Development schemes and/or failures of service
10. Promote a positive health & safety culture in all areas of operations
11. Respond to out of hours emergencies as necessary

STAFFING

1. Ensure Departmental targets are met by recruiting, leading, managing and motivating an effective staff team
2. Ensure staff have a clear understanding of what is expected of them and provide regular, constructive feedback on performance
3. Provide appropriate training and development opportunities for staff in line with departmental and business priorities

GENERIC

1. Be an active and effective member of the extended management team
2. Work collaboratively with colleagues to meet the needs & priorities of the Property Services department
3. Seek best value and facilitate continuous performance improvement within the department and the Association
4. Promote and act in accordance with all the Association's policies and procedures including those relating to equality and diversity, customer care and health and safety
5. Contribute positively to the marketing of the Association's values and objectives.
6. Comply with Castles & Coasts Housing Association's Financial Standing Orders and Code of Conduct
7. Comply with the requirements of external regulators
8. To carry out such other duties as may reasonably be required from time to time

Person Specification

	ESSENTIAL	DESIRABLE
Education & qualifications	<ul style="list-style-type: none"> • Relevant degree or equivalent in development related subjects i.e. Construction / Housing / Surveying / Planning / Project Management 	<ul style="list-style-type: none"> • Relevant professional qualification Construction / Housing / Surveying / Planning / Project Management
Experience, knowledge, understanding	<ul style="list-style-type: none"> • Managed a development programme • Delivered development projects • Managed key financial and construction risks for new development • Managed and motivated a staff team • Managed stakeholder relationships • Worked for or with a social landlord • Understands regulatory frameworks • Managed contractor performance • Understanding of effective procurement processes • Budget management experience 	<ul style="list-style-type: none"> • Managed a development service or similar • New business, land and property purchases • Actively sought and delivered Value for Money • Reports and presentations to Board/Committees
Technical & professional skills	<ul style="list-style-type: none"> • Working knowledge of land and property acquisition including option agreements • Strong working knowledge of Property development • Working knowledge of the Planning system, exception sites, S106 	<ul style="list-style-type: none"> • Development appraisal systems • Use of bespoke IT systems, databases, spreadsheets • Understanding of how IT systems can drive quality and efficient project and financial management

	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> • Working knowledge of Building control • Strong technical knowledge of property/ construction advice to guide others • Working knowledge of common forms of building contracts • Computer literate, with good knowledge of Microsoft Office 	<ul style="list-style-type: none"> • Digital innovation and Green technology/energy efficiency
Vision & Drive	<ul style="list-style-type: none"> • Demonstrates drive and enthusiasm • Self-motivated and able to motivate others • Seeks ways to continuously improve and learn • Represents the organisation positively and professionally • Demonstrates ability to innovate • Promotes and delivers change 	
People	<ul style="list-style-type: none"> • Shows respect and consideration • Empowers and enables others • Builds excellent rapport with residents / stakeholders • Encourages ongoing learning and development • Works effectively within a team and across teams • Builds effective working relationships, internally & externally • Able to represent organisation in public forums 	
Planning	<ul style="list-style-type: none"> • Effectively gathers, analyses and utilises information to manage delivery & develop 	

	ESSENTIAL	DESIRABLE
	<p>service</p> <ul style="list-style-type: none"> • Uses problem solving and decision making skills • Prioritises and plans effectively • Evaluates progress, reviews & adapts plans • Is responsive when needs or circumstances change • Promotes collaboration 	
Communication	<ul style="list-style-type: none"> • Communicates well, orally & in writing • Understands what information is required through effective listening and questioning • Listens to others, without making judgements or assumptions • Tailors communication to suit the audience • Negotiates effectively to achieve targets • Able to explain technical information in a clear way 	
Performance	<ul style="list-style-type: none"> • Shows determination to reach targets and objectives • Produces ideas to improve performance • Sets and achieves performance targets • Shows resilience in the face of obstacles • Handles pressures of meeting targets and deadlines • Seeks ways to continuously improve and learn • Encourages development and continuous improvement 	
Customer Focus	<ul style="list-style-type: none"> • Demonstrates customer commitment at the core of all 	

	ESSENTIAL	DESIRABLE
	activities	
Equality & Diversity	<ul style="list-style-type: none"> Shows an appreciation of equality and the need to understand and respect diversity 	
Other	<ul style="list-style-type: none"> Able to travel throughout the area of operations 	

Terms and conditions

Remuneration

The remuneration for the Delivery and Contract Manager role is: up to £48,000+ Benefits including car package

Type	Details
Hours	<ul style="list-style-type: none"> • 36.25 hours per week (full time) • (8.00am – 6.00pm) working patterns • Flexitime scheme in place
Pension	<ul style="list-style-type: none"> • SHPS Defined Contribution scheme • Employer contributions up to 8% • Life assurance (3x annual salary)
Annual leave	<ul style="list-style-type: none"> • 25 days per year plus bank holidays • Increasing up to 30 days with five years' service
Time off	<ul style="list-style-type: none"> • Company sick pay scheme • Family friendly policies with company pay schemes
Additional benefits	<ul style="list-style-type: none"> • Corporate Performance Bonus scheme • Simply Health Plan (after 3 years' service) • Discounted gym membership (part of Simply Health) • Long service awards • Staff Forum • Cycle to work scheme

Additional information

Additional information about Castles and Coasts Housing Association is available on the following link: www.castlesandcoasts.co.uk.

Recruitment Timetable

Recruitment stage	Date
Adverts go live	Thursday 9 th May 2019
Closing date for applications	Monday 27 th May 2019
Shortlisting applications	Thursday 30 th May 2019
Interviews	Tuesday 11 th June 2019
Starting Date	By agreement after the offer is accepted

*Prospective candidates must detail in their application if they would not be available for interview on **Tuesday 11th June 2019**.*

How to apply

If you need more information about the position prior to applying, please contact **David Brown, Head of Development** (david.brown@castlesandcoasts.co.uk or 0191 269 2624).

Please complete a copy of the application form. This can be downloaded and completed electronically. Once complete please email your application form to recruitment@castlesandcoasts.co.uk by no later than **Monday 27th May 2019**.

Please note that we will only accept applications in our standard application format, we do not accept CVs.

If you are called in for an interview, you will be notified by email. Please provide us with your preferred email address for receipt of this information.

I regret that we cannot reply to each applicant in person, so if you have not heard from us by **Tuesday 4th June 2019**, then your application has been unsuccessful on this occasion.

Closing date

The closing date for applications is: **Monday 27th May 2019**.

Your application will be acknowledged and treated with strictest confidence. References will not be taken up until a job offer is being made.

Appendix 1 | Recruitment Advertisement

Delivery and Contract manager, up to £48,000+ Benefits including car package Based in Carlisle, Newcastle or Workington

36.25 hours per week

Here at Castles and Coasts Housing Association we already own and manage over 7000 properties across Cumbria and the North East. Not content with this we want to do more to meet the needs of these communities so have embarked on an ambitious strategy to deliver a further 600 homes in the next 5 years.

This is where you could make a huge contribution. Our Development Team is looking to expand our service and want highly motivated individuals to work as a team to turn ambition into reality.

If you want to be part of a thriving business and a member of a creative delivery team then we want to hear from you.

Your skills and aptitude are very important, so too is your attitude and approach to work and people. We think outside the box so your background could be diverse and we don't necessarily need someone with previous social housing experience; by demonstrating that your skills and experience are transferable we would be delighted to consider you.

If you are looking to make a real difference, whilst working in a beautiful part of the world, then download the recruitment pack at our website www.castlesandcoasts.co.uk/careers

Application forms (stating the post title) must be returned to: recruitment@castlesandcoasts.co.uk

Closing date for applications: Monday 27th May 2019

Interviews to be held week: Tuesday 11th June 2019

