



Services Director – Senior Leadership Team

HOURS: 35 hours per week, Monday to Friday

SALARY: £80,325.00 per annum

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: Bradford, BD5

Job Description

REPORTS TO: CEO

The Services Director is a member of the Association's Senior Leadership Team (SLT). Led by the Chief Executive Officer (CEO), SLT are responsible for advising on strategy, policy and ensuring implementation of decisions made by the Management Boards and Committees. Each Director leads on a portfolio of services and is responsible for the accountability and management of colleagues and the security, custody and control of all other resources, including equipment, assets and cash within their sphere of activity.

The Services Director will work collaboratively with colleagues across the Senior Leadership Team, the Management Boards and the wider organisation to deliver the Group Business Plan. This will include ensuring compliance with relevant legislation and regulatory standards, delivering high-quality support and homes, and responding to the needs and aspirations of tenants, people accessing our services and other stakeholders.

The Management Boards delegate day-to-day management, administration and control of the affairs of the Association to the CEO and, through the CEO, to other members of the SLT. Decisions taken under delegated duties are in accordance with policies approved by the Association.

RESPONSIBILITIES

- Providing line management and support to Heads of Service, empowering them to deliver high-quality outcomes and perform at their best.
- Communicating the vision and the values of the Association and, in line with these, co-producing targets with Heads of Service.
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- Maintaining current knowledge of relevant legislation, regulation and professional standards, including the requirements of the Regulator of Social Housing, safeguarding requirements and health and safety legislation, and working with colleagues to ensure organisational compliance.
- Preparing a range of reports for both the HHA and CHL Boards and committees and maintaining effective relationships with Board members.
- Representing and promoting the interests of the Association and the people we support at a local, regional and national level, including liaising with and influencing commissioners and other stakeholders on strategic and operational issues.
- Leading and motivating all colleagues to deliver quality services that are strength-based, trauma informed and innovative.
- Working with Heads of Service and other colleagues to ensure services deliver the outcomes required by commissioners/funders and by the people we support.
- Ensuring that effective working relationships are maintained with commissioners, other regulatory bodies and all stakeholders.
- Taking a lead role in the tendering, development and implementation of new services.
- Undertaking learning and development activities and professional qualifications as required.
- Complying with the Association's policies and procedures.
- Ensuring that professional boundaries are maintained at all times.

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change. For management and specialist roles, colleagues will be responsible for the determination, assessment and management of risk.

Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding, and protecting the people that we support. Positions here at Horton require a fully completed application form with any gaps explored back to the age of 18, as well as a right to work check, two references and a DBS check to identify and reject applicants who are unsuitable to work with children or vulnerable adults.

Person Specification

- At least three years' experience of managing a range of operational housing and support services at a senior level in the supported housing sector.
- A deep understanding of the challenges faced by the people accessing our services.
- Demonstrates a strong commitment to inclusive service delivery, ensuring that the voices of people accessing services are actively heard, valued, and used to shape strategic decisions. Leads with a person-centred approach, fostering a culture of responsiveness, co-production, and continuous improvement across the organisation.



- A good knowledge and understanding of homelessness and particularly the challenges faced by those living in West and North Yorkshire.
- A strong understanding of housing management and its practical application within the supported housing sector, including the delivery of person-centred, trauma informed services, tenancy sustainment, and compliance with relevant legislation and standards.
- Experience of close partnership working with Local Authorities.
- Experience of leading and coaching team members, within the supported housing and homelessness sector, including embedding a culture of continuous development and colleague wellbeing.
- Experience of promoting the principles of Equality, Inclusion & Diversity.
- Experience of promoting strength-based and trauma informed principles and practices.
- Experience of participating in strategic decision making processes including business planning and policy development.
- A firm grasp of the existing and emerging social, political and economic environment the Association operates in. The ability to identify emerging issues that are likely to affect the Association; to understand the potential impact on the Association and identify actions we need to take to mitigate any risk and/or explore the benefits/risks of early adoption of new practices.
- Skilled in positively managing change and in influencing a range of people (including colleagues, Board members, commissioners/funders and the wider Association).
- Experience of identifying and securing funding for new business opportunities, including completing funding applications and tenders.
- Knowledge of the regulatory, legal and other frameworks that the Association operates within, including the regulatory framework for social housing (England), Health & Safety legislation and the potential implications of the Supported Housing (Regulatory Oversight) Act 2023.
- Experience of, and skills in, establishing and maintaining positive working relationships with a wide range of external stakeholders, including commissioners and strategic partners.
- A high level of literacy, numeracy and analytical skills and the ability to analyse and evaluate complex financial information and data.
- The ability to prepare reports and presentations, and present complex information in a clear and concise way.
- The ability to work under pressure and ensure achievement of internal and external deadlines. This includes the ability to work flexibly to ensure targets are met, as well as being available to work outside normal office hours on occasions.
- Honest and reliable with a high level of personal and professional integrity.
- Competent in the use of Microsoft Office products including Word, Excel, Outlook and TEAMS.

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion



- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department

What matters most to the people accessing our services?

We spoke to a group of the people we support and asked them what they thought were the most important skills and qualities for a Horton colleague in a support setting. The group agreed that soft skills were often more important than direct experience. The people we support are looking for someone **professional** and **positive**, who is **respectful**, **non-judgmental** and **empathetic**. The group values staff that are both **good communicators** and **good listeners**, with the ability to **uplift** and **encourage** the people they support to meet their goals. With **patience** and **resilience**, our colleagues should **lead by example** and ‘**walk the walk**’. With all the exciting activities we have in our services, **resourcefulness** and a **sense of humour** don’t hurt either!

About the department

The Horton Housing Group comprises four companies:

- Horton Housing Association (HHA) is charitable and is a registered society under the Co-operative and Community Benefits Societies Act 2014
- Horton Housing Support (HHS) Limited is a private limited company established in 2005 as a tax efficient method of delivering contracts for services on behalf of HHA through the implementation of support services agreements
- Bradford Base Social Enterprise Company Limited was established in 2008 as a charitable company limited by guarantee. This company focuses on delivering education, training and employment related activities to the people that HHA supports
- Chartford Housing Limited (CHL) is a private limited company established in 2013 and registered with the Regulator of Social Housing (RSH) in order to provide a range of properties for people who receive additional housing management and housing related support services from HHA, its subsidiaries and/or other housing related support agencies

All members of the Senior Leadership Team (SLT) report to the HHA Board and the CHL Board as well as the Group committees, which include the Group Audit and Risk Committee (GARC), the Group Policy and Resources Committee (GPRC), Group Asset Management and Development Committee (GAMDC).

