

JOB DESCRIPTION

Assistant Director of Housing Management Consultancy Services



ROLE PROFILE

Role Title:	Assistant Director of Housing Management Consultancy Services	Reports To:	ARK Director
Location:	Hybrid Working	Salary:	c. £87.5k

BACKGROUND

ARK Consultancy Limited (ARK) is a thriving business working throughout the UK, delivering a wide range of consultancy services primarily within the housing sector. ARK also delivers a range of other business, social enterprise and employability support initiatives in housing and allied sectors.

We operate from our head office in Birmingham and we deliver our business activities through a combination of both directly-employed staff and self-employed associates. ARK currently has a team of around 80 people and a multi-million pound turnover.

MAIN PURPOSE

As a member of the senior team, you will lead the growth of ARK's housing, customer engagement, governance, and regulatory support services. This will include growing and managing a delivery team of colleagues and associates.

You will provide policy, organisational and operational advice, support, and knowledge to our clients in areas such as housing management/customer services, strategic housing and homelessness, customer engagement & consultation, the RSH regulatory requirements and governance best practice, delivering a range of consultancy projects for clients nationally.

You will be expected to secure new business opportunities and work alongside other ARK colleagues to provide value to ARK's clients.

PRINCIPAL RESPONSIBILITIES

1) BUSINESS AND PRODUCT DELIVERY

- Build an extensive network of client contacts within councils and housing associations and other relevant organisations. Identify and secure work opportunities for yourself and your team from those contacts.
- Support the Director to build a team of consultants and Associates to deliver the housing and governance business stream. Manage the Associate and direct employee relationships.
- Support the development and application of housing management, strategic housing, regulation and governance services, ideas, innovations, and solutions, both directly and through strategic collaboration with other sector experts.
- Be aware of and promote ARK's wider service offering, engaging colleagues across the business as appropriate.
- Maintain up to date knowledge of the main trends, market initiatives and technical and legislative matters as they relate to affordable housing.
- Monitor and evaluate incoming business opportunities. Write and present proposals

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and tenders assessing resource commitments and price as required.

- Promote a positive image of ARK through the development and maintenance of excellent working relationships with clients, partners, colleagues, and ARK Associates.

2) PROJECT MANAGEMENT

- Work for and on behalf of clients from their offices, ARK's offices or home, providing a rounded technical service. Attendance at client's offices will be in accordance with their working hours/patterns.
- Manage Associates and/or employees to deliver our technical support services.
- Appraise yourself of the client's requirements and work to the client's brief, achieving high quality outcomes, adopting the client's standard policies, processes, and documentation.
- Seek to "add value" to the client by identifying improvements to systems and processes.
- Ensure that clients are aware of progress against agreed targets. Report against target changes in a timely manner especially where project plans and targets need to be revised.

3) BUSINESS MANAGEMENT

- Contribute to the budget setting process and continually monitor progress against target, adjusting as necessary to underpin performance.
- Establish and maintain appropriate records and files for ARK and for clients, and provide regular progress reports, client contacts, forward work programme KPIs etc., as specified.
- Contribute to the development of our CRM system Sales Force and maintain records within Sales Force.
- Help build ARK's technical reference library and circulate articles to the team with commentary as appropriate.
- Forge strong partnership relationships and communicate effectively with people from all sectors of the community, outside agencies and internal colleagues.
- Play an active role in identifying, managing, and controlling risks relating to the activities of ARK.

4) GENERAL

- Keep abreast of the changing face of the social housing operating environment through involvement in meetings, conferences, seminars, reading appropriate journals etc. Evaluate and report on such information and implement where appropriate.
- Undertake any such training and further education as identified and agreed with ARK's Board.
- Respect and uphold the confidential nature of the services that ARK provides to and for its clients.

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RECORD KEEPING AND ADMINISTRATION

- Establish and maintain appropriate records and files for ARK and for clients; provide regular progress reports, client contacts, forward work programme, KPIs' etc. as specified.
- Submit monthly documentation as required including:
 - ~ Timesheets
 - ~ Client timesheets
 - ~ Mileage and expenses claims

HEALTH AND SAFETY

- Observe all safety rules and always carry out safe working practices. Take reasonable care for your own health and safety and of other persons who may be affected by your acts or omissions at work.
- Appraise yourself of all health and safety practices of client organisations when working in and from the client's offices.

DIVERSITY

- Be aware of ARK's responsibilities to provide a service that reflects and respects the diverse communities in which we work.
- Forge strong partnership relationships and communicate effectively with people from all sectors of the community, outside agencies and internal colleagues.

RISK MANAGEMENT

- Play an active role in identifying, managing, and controlling risks relating to the activities of ARK.

ADDITIONALLY

- Keep abreast of the changing face of the social housing operating environment through involvement in meetings, conferences, seminars, reading appropriate journals etc. Evaluate and report on such information and implement where appropriate.
- Undertake any such training and further education as identified and agreed with ARK's Director.
Respect and uphold the confidential nature of the services that ARK provides to and for its clients.
All information held or used by you in relation to ARK Consultancy Limited, CHIC Ltd and clients is to be regarded as confidential. You should not at any time disclose to any person any information as to the business dealings, finances, software, intellectual property, business models, processes and procedures of ARK or CHIC, nor any facts or knowledge in relation to ARK's clients or CHIC's members. All proposals, reports, business models, spreadsheets, memoranda, and other documents/IP in your possession (both electronic and hard copy) are and shall remain the property of ARK.

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PERSON SPECIFICATION		
CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF IDENTIFICATION
Qualifications		
Degree qualified or equivalent within a professional property, safety, or construction qualification	Essential	Application
CIH qualification	Essential	Application
Proven Experience, Knowledge and Understanding		
A strong professional background in housing management and customer services	Essential	Application/Interview
Understanding of the housing regulatory operating environment and compliance requirements	Essential	Application/Interview
A portfolio of contacts within the affordable housing sector	Essential	Application/Interview
Experience in effectively managing teams to deliver performance outcomes	Essential	Application/Interview
Experience of delivering consultancy services	Desirable	Application/Interview
An understanding and experience of software systems and products that support effective data management within the housing sector	Essential	Application/Interview
Demonstrate commitment to equality of opportunity in employment and service provision	Essential	Application/Interview
Skills		
A self-starter with efficient organisational skills	Essential	Application/Interview
The ability to sell products and services to the housing sector	Essential	Application/Interview
Good interpersonal and communication skills	Essential	Application/Interview
Excellent attention to detail and accuracy	Essential	Application/Interview
Strategic and analytic thinking	Essential	Application/Interview
Ability to write concise reports	Essential	Application/Interview
Proficient in Office 365, project planning tools and MS programmes	Essential	Application/Interview
Strong personal drive, commitment and resilience	Essential	Application/Interview

This Role Profile forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may

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be changed at ARK's absolute discretion in the future.

As a general term of employment, ARK may effect any necessary change in job content, or may require the post-holder to undertake other duties, at any of ARK's or our clients' offices or working from home.

CORE TERMS

- Salary – c. £87.5k
- Car allowance – £1,470 p.a. and 45ppm
- Pension scheme – 5% ARK contribution matching employee contribution
- Holiday – 25 days per annum pro rata to the start date (ARK's financial and holiday years run July to June) and statutory bank holidays
- Hybrid working from home and offices