

Role Profile			
Role Title:	Director Technical Consultancy Services		
Reports To:	ARK Board		
Location:	Hybrid working TBA	Salary:	£85,000 - £90,000

ROLE PURPOSE

The purpose of this role is to provide strategic leadership in the growth of the building safety, sustainability, and asset management support side of our business.

You will have responsibility for developing and leading a profit centre team with the aim of increasing ARK's technical services by:

- Providing technical support and knowledge to our clients in areas such as stock condition surveys, investment programmes, contract management, programme and project management, employers agent services and asset management consultancy
- Providing support and advice to clients on all matters associated with compliance and building safety.
- Leading our support to clients on decarbonisation, including assessment, design, investment planning, funding and delivery of projects and programmes to achieve net zero
- Providing technical support relating to the development of new homes utilising MMC.
- Maintaining and promoting ARK's asset related software tools such as asset grading (ASAP) and benchmarking and to be one of our appraisal experts.
- Identifying and contributing to the development of new technical services and software products where there is a gap and potential in the market.

PRINCIPAL RESPONSIBILITIES

BUSINESS AND PRODUCT DEVELOPMENT

- 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.
- Build your own team of consultants and Associates to deliver the technical business stream. Manage the Associate and direct employee relationships
- Proactively develop ARK's asset management software products and services, including ASAP and Benchmarking, ensuring we invest in and promote these products to maintain our market edge and return on investment
- Develop ARK's surveying capability and capacity, both as a stand-alone service and to feed related technical consultancy services
- Maintain ARK's profile as a leader in the development and application of decarbonisation models, ideas, innovations, and solutions, both directly and through strategic collaboration with other sector experts
- Contribute to ARK's wider business strategy and objectives.
- Be aware of and promote ARK's wider service offering, engaging fellow directors 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 technical opportunities. Write and present proposals 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.

KEY ACCOUNTABILITIES

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 your own and new Associates and/or employees to deliver our technical support development programme.
- 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 the client is aware of progress against agreed targets. Report against target changes in a timely manner especially where project plans and targets need to be revised.

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.

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.
- To be a proactive member of Ark's Leadership Team, contributing to future growth planning and modelling through identification of market opportunities and innovations
- 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.

Person Specification:

Selection	Criteria
Experience & Knowledge & understanding	<ul style="list-style-type: none"> • A strong technical background and building systems knowledge in building or quantity surveying • Understanding of the building operating environment, building regulations and compliance requirements • An extensive portfolio of contacts within the affordable housing sector • Risk management a good understanding of the key principles of good governance and risk management and how it relates to building and resident safety • Experience of setting investment programmes and delivering capital investment programmes • Experience in procuring and project managing works and programmes • Experience in effectively leading teams to deliver performance outcomes • An understanding and experience of software systems and products that support the asset management and delivery functions • An understanding of decarbonisation challenges and opportunities • An understanding of MMC
Education and Qualifications	<ul style="list-style-type: none"> • Degree qualified with a professional property, safety, or construction qualification • IOSH Membership
Skills	<ul style="list-style-type: none"> • A self-starter with efficient organisational skills • The ability to sell products and services to the sector • Good interpersonal and communication skills • Excellent attention to detail and accuracy • Strategic and analytic thinking • Ability to write concise reports • Proficient in Office 365, project planning tools and MS programmes • Strong personal drive and commitment
Equality and Diversity	<ul style="list-style-type: none"> • Demonstrate commitment to equality of opportunity in employment and service provision

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 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 – £85,000 - £95,000
- Car allowance £1,400 PA and 45ppm
- Pension scheme – 5% ARK 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