

## JOB DESCRIPTION

<b>Job Title:</b>	Housing Development Manager
<b>Service / Department:</b>	Chief Executive's Team
<b>Reports To:</b>	Head of Development & Business Growth
<b>Responsible For:</b>	n/a
<b>DBS Check:</b>	Basic

### Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Housing Development Manager will be responsible for the management and successful delivery of the organisation's acquisition and disposal programme, including options appraisals and completion of financial appraisal models, identifying and accessing new income streams including grants for Property Services and Housing Services (Supported and General Needs).

### Main Duties and Responsibilities:

- Manage and deliver Salvation Army Homes' acquisition and disposals programme
  - Manage the end-to-end process of acquisition of properties, identify suitable properties in relevant geographical areas, prepare the financial appraisals and board reports, liaise with third parties such as surveyors and solicitors, and ensure smooth handover to the operations and finance teams
  - Manage disposals in line with the disposal policy and procedure ensuring regulatory compliance with legacy grants
  - Identify opportunities to assist the growth of the organisation including stock transfers
  - Ensuring a smooth and effective handover of schemes to the internal customer
  - Proactive and competent management of consultants ensuring they adhere to the scope in appointment letters
  - Ensure policies and procedures and working practices are efficient and up to date
- Identify and access new income streams including grants for property services and housing services
  - Identify and access grant funding for asset management and housing services
  - Assist the regional services to access local grants
- Effective budget management
  - Monitor and manage programme expenditure against budgets, including regular reporting of performance against financial targets
  - Produce and keep up to date, short, medium and long-term budgets for all development pipeline projects
- Internal and external liaison
  - Ensure that appropriate compliance with legal, financial, technical and other regulatory standards is maintained for all operations relating to the role and that associated policies and procedures are reviewed and updated as necessary to reflect best practice and current legislative and regulatory requirements
  - Develop and maintain excellent working relations with peers and colleagues

- Work closely and in partnership with the Salvation Army, managing agents, contractors and other agencies
- Ensure effective cross departmental working and communication
- Represent the Association externally at meetings with external bodies when required, and establish good working relations with local authorities and other statutory and voluntary organisations
- Undertake periodic visits to Agency Managed Centres, Foyers, Projects, offices and estates as required
- Seek and learn from feedback to improve customer service and maintain good customer relations
- Be an ambassador for the Association, representing its interests externally with stakeholders and promoting a positive image

### **Related Activities:**

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

### **Key Relationships:**

- Reporting to the Head of Growth and Business Development
- Presenting and reporting to Executive management team and Senior management team
- The Growth and Opportunities group
- Work with the parent, The Salvation Army (TSA), jointly on projects
- External contractors, consultants, suppliers and stakeholders
- Liaison with Regulatory and statutory agencies in connection with the role
- Cross departmental working with other departments including Property Services, Housing Services, Finance and front-line service colleagues

## PERSON SPECIFICATION

### Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Degree level or equivalent qualifications and experience
- Professional membership

### Aptitudes and Abilities:

#### Essential

- Business acumen and financial management skills including administrative control and budget management
- Able to work on own initiative, organise own workload and that of others working effectively as part of a team and on own
- Excellent negotiation skills
- Excellent verbal and written communication skills and an ability to work & communicate effectively with people at all levels on behalf of the Association and to effectively represent the Association at meetings
- Ability to produce timely, concise reports relevant to the reader
- Numerate with an ability to develop and run a complex budget
- Highly developed IT literacy. Proficient in use of MS Office software, in particular Outlook, Word, Excel and PowerPoint
- Excellent attention to detail
- Ability to work across all teams in the organisation
- Full driving licence
- Flexibility to accommodate travel needs and travel to regional offices and projects around England
- Ability to work outside normal working hours in accordance with the needs of the service including very occasional attendance at evening and weekend meetings
- Commitment to equality and diversity, customer care, continuous improvement and sympathy with the aims of The Salvation Army

#### Desirable

- Experience of presenting at Regulatory, Board and Executive levels
- Experience of managing complex financial and development appraisal models
- Evidence of advanced level training and qualifications.
- Experience and knowledge of stock databases and/or business intelligence applications

### Experience and Interests:

#### Essential

- Experience of working in an affordable housing environment
- Knowledge of affordable housing including planning process, Homes England practices, housing policies
- Basic construction and contract knowledge
- Previous project and contract management experience
- Experience of appointing and directing consultants and contractors

**Desirable**

- Extensive experience of managing housing, regeneration and mixed-use developments
- Knowledge and experience of procurement legislation and systems
- An understanding of the structure, ethos and work of The Salvation Army

**Values and Behaviours:**

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

<b>S</b>	<b>Servant Leadership</b> – we help people thrive	Have we given our audience everything they need to succeed in their next step?
<b>P</b>	<b>Passion</b> – we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
<b>I</b>	<b>Inclusion</b> – this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
<b>R</b>	<b>Respect</b> –we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
<b>E</b>	<b>Empowerment</b> – we have trust	Have we given the right context to our message? Has our communication been story-driven?