

# Head of Retirement Living



Jeannie McMillan

# BERNOCIA

# Head of Retirement Living

Everything about Bernicia is people focused. People are central in all our strategies and our staff both value and care about that, demonstrated by consistently exceptional customer satisfaction and performance results.

Without doubt we are performance driven. But it's not just what we do, it's how we do it that makes us different. We operate within a set of simple, but effective values, which blend perfectly to create our unique 'Bernicia Way' culture. This ensures we maintain customer focus, through working together, respecting each other, being accountable for our actions and demonstrating integrity and leadership.

The role of Head of Retirement Living requires an authentic, dynamic and decisive leader. You will be skilled and confident to lead the development and implementation of Retirement Living operations, strategies and practices. Your drive and enthusiasm will be coupled with sound logic, that will support Bernicia in the delivery of our ambitious Corporate Strategy, plans and objectives.




As Head of Retirement Living you'll lead a team responsible for the management of our impressive portfolio of retirement accommodation and associated services.

It's an exciting time for Retirement Living as we continue to grow with our latest flagship development, Rosebrough in Cramlington, which is now up and running, and following a service review making sure our service offer meets current and future needs and aspirations.

Whilst contributing to the strategic development investment plans and service offers as well as working with a range of partners and stakeholders, you'll make sure we maintain our reputation as an organisation who cares about people and that provides great quality accommodation and services.

To fill this role we're looking for an exceptional, talented individual who is results driven, with the skills and qualities and proven track record to achieve the positive outcomes our customers deserve. In doing so you'll lead, inspire and engage people to fulfil their potential and enjoy being part of Bernicia's shared wish.



We never get complacent at Bernicia, so you'll seek out opportunities to continuously improve services to meet challenges and targets, help take us to the next level of delivering great customer experience and be at the forefront of working with local and regional partners and stakeholders.


We really only want motivated people who are ready to get stuck in and make a positive difference. So if you have a passion for delivering excellent customer service and have a genuine desire to help customers we'd love to hear from you.

Diversity is valued at Bernicia and we welcome applications from all sections of the community. We also invite applications from suitably experienced people who can demonstrate the requisite skills, ability and enthusiasm to work within a people and community centric organisation.

Bernicia offers a progressive environment, where leadership and teamwork combine to deliver exceptional results. This is a rare and fantastic opportunity to join Bernicia's Heads of Service in Housing, as we redefine our objectives, and continue to do all that we can to support the people and communities of our region to thrive through both the challenges and opportunities ahead.

Thank you for your interest in learning more about this pivotal position within Bernicia. If you believe you have the attributes and qualities to succeed in the role, please progress your application through our on-line recruitment portal, and if you would like a little more information and an informal discussion, please don't hesitate to contact:

Jeannie McMillan, Director, Housing



# Key Terms and Conditions

## Remuneration

Competitive salary, circa 61k, dependent upon skills and experience, including annual car allowances.

Defined Contribution pension scheme, current employer contribution up to 10%.

## Annual Leave

28 days plus additional 8 statutory bank holidays.

## Additional Terms

Bernicia has a general working week of 37 hours Monday to Friday. We're moving to truly agile ways of working under our Hub, Home & Roam principles which give colleagues greater flexibility to deliver exceptional services no matter if they are working in the office, from home or out in the field. The primary office base for the role will be Ashington, and it is anticipated that you will work from this location for a period each week, in order to effectively respond to a range of tasks. Beyond this you may operate with discretion, flexibility and choice, to ensure the successful delivery of your objectives.

Travel across our operational areas may be required from time to time, as may national travel on an ad-hoc basis.

## Employee Benefits

Bernicia operate an employee rewards scheme, which gives access to a range of rewards, discounts and cashback for both every day and luxury items.

## Key Dates:

Recruitment Activity	Deadline
Deadline for application	12 noon, Friday 8 <sup>th</sup> July 2022
WAVE Assessment	Week commencing 18 July 2022
Interview & presentation	Week commencing 25 July 2022

## Bernicia Group Role Profile

**Title:** Head of Retirement Living

**Reporting to:** Director, Housing Services

**Date:** May 2022

### Purpose

To lead on the delivery and contribute to the strategic development of exceptional housing management services ensuring customers are at the heart of service design and delivery, in line with business needs and strategic objectives.

### Accountabilities

#### Operational

- Deliver maximum housing occupancy, tenancy sustainment, revenue collection and customer satisfaction in line with performance targets and budget expectation.
- Adhere to contractual relationships with tenants, licensees, residents, stakeholders and partners and that those contracts, licences and/or service level agreements are appropriate in the circumstances.
- Ensure customers are at the heart of service design and delivery, in line with business needs and strategic objectives.
- Contribute to the development and implementation of initiatives and strategies that make sure homes in our retirement portfolio continue to be sustainable and achieve the expected return on investment.
- Develop, manage and motivate staff to provide high quality, value for money housing services to customers.
- Embed a commitment to continually evolve the concept and offer of retirement living services to reflect changing needs, circumstances and opportunities.

- Lead by example, encouraging collaboration, strong performance focus and service excellence.
- Develop a capable, empowered, effective and reliable retirement living team by supporting the development and growth of colleagues.

### Strategic

- Contribute to the development of strategies and lead on the production of frameworks and guidelines as required. Ensure compliance with all relevant statutory and regulatory requirements and the Regulator of Social Housing standards as a minimum.
- Research industry good practice and identify opportunities to develop, enhance and/or improve services.
- Contribute to the development of your service area's annual and operational plans and monitor and ensure their delivery, including budgets, service improvement plans, and key performance indicators, related initiatives and key milestones.
- Provide expert advice and produce timely reports to support to the Director, management teams and project teams on matters relating to your service area
- Represent Bernicia at relevant partnership meetings, establish good and effective relationships and partnership arrangements with key stakeholders, to complement and enhance the planning of housing services.

### Corporate

- Contribute to raising Bernicia's profile in your service area, developing a network of suitable contacts amongst organisations and individuals likely to assist in achieving Bernicia's vision.
- Contribute to the development of strategies and quality standards across all of Bernicia's services.
- Ensure that core policies relating to standards of behaviour, equality and diversity, customer care, people management, data protection and health and safety are fully implemented, along with an appropriate system for identifying, appraising and managing risks in your service area, consistent with Bernicia's risk management strategy.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of “making continuous improvements in the efficiency and effectiveness of our use of resources”.

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager’s attention any unsafe working practice/conditions.

### Essential & Desirable Skills & Experience

#### All criteria are Essential unless defined as Desirable

- Educated to a degree level or equivalent.
- Formal management qualification (desirable)
- Experience working in social housing and in particular the provision of accommodation and services for mature people.
- Exceptional leadership skills with a proven ability to manage and motivate staff, preferably in a housing management environment.
- Excellent interpersonal and communication skills, both written and verbal.
- Experience in dealing with health and safety and risk management.
- Excellent knowledge of housing legislation and best practice.

Signed by Post holder..... Date .....

Signed by Manager ..... Date .....



Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We respect our residents and treat them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is outcome focussed.
Accountability	We are each personally accountable for delivering on our commitments.

