



Women's
Pioneer Housing
Est 1920

HEAD OF CONTRACTS, COMPLIANCE & PROPERTY SERVICES

RECRUITMENT PACK



DECEMBER
2024

APPLICATION
PROCESS
INFORMATION

ROLE PROFILE
AND PERSON
SPECIFICATION

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YOUR APPLICATION

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

To apply you should submit:

- An **up-to-date CV** which shows your full career history – we recommend that this is no longer than three pages;
- A **supporting statement** explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- **Diversity Monitoring Form** - completion of the diversity form is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity.

Please note that applications can only be considered if all the documentation is complete.

In your application please indicate if you cannot attend the interview date.

Applications must be sent by 23:59 on Monday 6th January 2025 to hr@womenspioneer.co.uk.

If you wish to have an informal discussion about the role and organisation, or if you have any other questions you would like answered to help you decide whether to apply, please do call me for a confidential discussion.

Kind regards,
Susan Bernard
Head of HR and Corporate Services
020 8749 7112



WELCOME TO WOMEN'S PIONEER HOUSING



I am delighted that you are considering joining Women's Pioneer Housing. This pack has been prepared to provide further information about us and the role of Head of Contracts, Compliance & Property Services – hopefully the information will stimulate you to apply.

Women's Pioneer Housing has an extraordinary legacy. We were founded in 1920 by women and men who understood the link between providing women with good quality affordable accommodation and the wider fight for women's equality. We have always held true to this mission and after a 100 years since our formation, gender inequality remains a huge issue. The need for an organisation that understands and champions women's housing needs has never been more relevant.

A safe home is the foundation in supporting our residents' independence. A women's life is a journey and we need to be able to support our residents along the way. We do this in many ways. We house women of all ages and we are the largest provider of sheltered housing in Kensington and Chelsea. We work closely with our residents to review and continuously improve our homes and services. We have an ambitious development programme, including our scheme at Wood Lane which will deliver 60 new high quality homes and our development in Ealing that will deliver over 100 new high quality homes. We also aim to be a leading voice on women's housing issues raising awareness of gender inequality and intersecting inequalities linked to race, sexuality, disability, age etc. In 2024 the need to address women's diverse housing needs has perhaps been even greater than it was in 1920.

We have a strong and experienced executive management team, positive staff infused with energy as we continue to grow and a Board that is incredibly committed.

If what we say and do inspires you, we hope you apply.

Yours sincerely,
Tracy Downie
Chief Executive

ABOUT US



Women's Pioneer Housing own almost 1000 properties in eight boroughs in west and north-west London: Kensington & Chelsea, Hammersmith & Fulham, Camden, Ealing, Wandsworth, Hillingdon, Harrow, and Westminster. 80% are studio and one-bedroom flats, mostly in converted Victorian buildings, many of which are listed or in conservation areas. There are also 90 leasehold flats, and a small but growing number of higher rental investment properties that fund our future development plans.

Our sheltered housing for single women over 60 is located in Kensington & Chelsea, where we are the largest sheltered housing provider. We have 178 flats for women over 60 who wish to live independently in their own home but with added security and back-up support on site and on call.

Our Vision

For all single women across London to have access to a safe, secure and affordable home.

Our Mission

To offer single women access to safe, secure and good quality affordable homes and services that enable women to live a good quality of life. To influence other housing providers so they understand the needs of single women and offer services that meet this need.

Our Values

We Put our residents 1st

Our services are designed through collaboration with our residents, and we aim to achieve excellence in all that we do, providing innovative solutions that ensure our residents are positive about living in a WPH home.

Are Open, trusted and nurture great relationships

Our customers and partners can trust that we will do what we say we will do and feel confident when they contact us that they will receive a service that is exceptional and responsive to their needs.

Value Equality, inclusivity and empowerment

We champion equality and diversity and in particular, the role that women's housing plays in tackling gender inequality. We work as one team and empower our teams and residents to think and do things differently in recognition of our diversity and the legacy of our founders.

Provide a Respectful and safe environment

We respect each other and our residents in all our communications and deliver services and create homes in the right environment so that our residents and teams feel safe

OUR CORPORATE PLAN

Our Homes

Our homes will be safe and warm in desirable neighbourhoods and built to a high standard.

We are committed to providing safe, well-maintained and energy efficient homes where our residents can flourish. To achieve this, we will invest in our existing properties as well as seeking opportunities to grow our portfolio. Our team will work to better understand our stock and our residents' specific needs, to ensure our homes can be adapted as individuals' requirements change. Combined with measures to reduce our properties' carbon footprint, this will make our homes fit for purpose now and into the future.

Our Services

Our services will be excellent, delivered professionally and designed to meet the needs of single women.

We want our residents to be happy with our services, have a strong voice and work with us to ensure we meet their diverse needs. Our team will get to know our residents well, listen to what they have to say and encourage more people to get involved in shaping our services. To make sure residents get the care and support they need as their circumstances change, we will also work with partner organisations to enhance our service offer.

Our Organisation

Our organisation will be financially robust, well governed with a culture that values people who are passionate about doing a great job.

In such a challenging economic climate, financial strength is fundamental to achieving our corporate aims, managing our growth and adapting to new legislative and regulatory requirements. For our organisation to thrive, we must also have a committed and professional team. So we will create a framework for staff recruitment and development, while nurturing a culture where our people feel empowered and accountable. We will also ensure we have excellent IT systems which can support modern services and allow us to capture, hold and analyse data effectively. This will help us improve our knowledge about our residents and homes, so we can make more informed business decisions.

We have over a hundred years of experience and a strong portfolio of assets which we can use to lever in funds to support the development of our homes and services. Building on our own strengths and working in partnership with our residents and others wherever possible, utilising new technology effectively we are confident we can meet these challenges.

In addition to increasing and continuously improving our own homes and services, we will continue to highlight women's ongoing housing needs to influence local and central government and other housing providers to do more in this area.

We aim to be small enough to be nimble, agile and responsive and bold enough to stand up to inequalities of the world. Central to achieving this impact is realising our desire to work in partnership with our residents to develop our services and to highlight best practice and its impact on women's lives.

ROLE PROFILE

Line Manager:

Chief Executive

Direct reports:

Senior Estates Compliance Officer, Health, Safety & Compliance Manager, Maintenance Surveyors x 2, Property Services Team Administrator

Purpose of the role

- Provide overall leadership to the delivery of customer focused asset management strategies and programmes, meeting WPH objectives and all legal and regulatory requirements.
 - As a member of the Senior Management Team develop, embed and champion delivery of Women's Pioneer Housing's vision, values, strategy and business plans. Contribute to the on-going strategic development of the Company and the continuous improvement of all areas of the business.
 - Develop and oversee the delivery of an excellent Property Services function including responsibility for property and asset based contractors, compliance, health and safety, improvements and estate services.
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Key relationships

- Internal: All Staff, WPH Board.
 - External: WPH residents, resident advocates, contractors and service suppliers, local authorities, partner agencies
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Key responsibilities

- Strategic leadership of WPH's property services & asset management, creating and delivering a range of strategies including the asset management and environmental strategies; and policies that deliver asset management and estate-based services.
- To be the responsible person for building safety, ensuring compliance with all legal and regulatory requirements including fire, electricity, gas, water, asbestos and lift safety.
- To lead the property services teams, ensuring that staff are supported and empowered to deliver high quality homes and services in line with WPH's home and service standards, ensuring WPH's "One Team" approach, cross-team collaboration and high customer-focused performance.
- Ensure full and effective resident engagement on asset management and property services related activities.
- Maintain a strong focus on the external environment ensuring that the organisation is aware of and responds to changing requirements, expectations and best practice in relation to property Services activities (particularly in relation to regulation, statutory obligations, changes to health and safety, climate change, customer experience etc.)

ROLE PROFILE

Key responsibilities, continued

- As a member of the Senior Management Team, contribute to the ongoing development of the organisation, help shape and lead the delivery of WPH Strategic objectives, strategies, policies and performance improvement across the business.
 - Ensure the effective procurement and management of contracts and specifications, developing and maintaining excellent partnerships with external suppliers/stakeholders & contractors which support the delivery of the key activities and ensure VFM.
 - Manage the budget for property services, ensuring effective financial controls are in place, controlling risk and responding positively to audits to ensure that the service is effectively delivered.
 - Maintain the business continuity plan for the Property Services directorate and ensure a joined up approach to contingency planning with all other functions within Women's Pioneer Housing.
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Management & Leadership

- Provide leadership, guidance and support to team members to develop, motivate and encourage commitment in delivering the aims of corporate objectives, initiatives, mission and values.
 - Embed a strong performance management culture, setting appropriate targets and monitoring the performance of the team, reviewing the effectiveness of their performance and identifying any areas for development to ensure resident satisfaction and VFM.
 - Work collaboratively with all WPH senior officers, Board & Committees, including facilitating and reporting to the Homes & Services Committee and the Development & Asset Management Committee.
 - Initiate and lead on organisation-wide strategies and activities, representing the needs and views of the team and organisation as required, resolving.
 - Ensure effective systems are in place to learn from customer feedback and use these to identify areas of focus and ensure the continuous improvement of the property service, asset management and compliance.
 - Provide leadership and direction to all staff within the Property Services team promoting a culture of collaborative working, efficiency, respect, and achievement, ensuring the organisation's values are embedded in all activity
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Delivering a customer-focused service

- Develop and monitor customer focused, outcome based key performance indicators aligned to the Asset Management Strategy and to ensure continuous improvement in service delivery.
- Maintain and manage an effective approach to risk management and internal controls for all functions.

ROLE PROFILE

Delivering a customer-focused service, continued

- Manage the Property Services budget, and monitor annual income, expenditure and cash flow, maximising financial performance at all times and ensuring the viability of services provided and VFM for residents and WPH.
 - Report to the Chief Executive, the Board and Committees as required against agreed objectives, producing quality management information on the directorate's performance and activities, that reflect customer expectations.
 - Ensure full compliance with health and safety legislation within the Investment, Fire Safety, Repairs, Servicing and Surveying teams
 - Ensure that the activities of the directorate comply with regulatory requirements and are carried out within budget parameters, achieving best value.
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Personal Commitment

- Be a role model of the behaviours required embodying the organisations values, acting with openness, professionalism and integrity at all times, ensuring that staff are committed to encouraging and embracing diversity.
- Adopt and promote a flexible approach to work undertaking other areas of responsibility and ensure the overall strategic objectives and business priorities are delivered.
- Work collaboratively with staff across the Association to solve problems and further organisational objectives, including contributing to organisation-wide initiatives and activities at senior management level and ensuring excellent teamwork is demonstrated across all services.
- Lead on raising standards across the organisation, identifying where improvements can be made to support service processes and policies and implementing changes.
- Comply with all Women's Pioneer policies and procedures and all legal requirements and regulatory standards, including being fully responsible for your health and safety and safeguarding of residents and visitors.
- Implement the annual appraisal process including identifying developmental needs, taking ownership of and driving professional development by supporting your own learning and development with the support of the Chief Executive.
- Work at all times in accordance with WPH values, code of conduct and our Equality and Diversity policy.
- Maintain confidentiality at all times, in relation to business sensitive and personal information and ensure compliance is upheld with regards to the rules of the Data Protection Act and by ensuring information and records are either; shredded or safely stored.

ROLE PROFILE

Additional Information

- These are your main areas of responsibility but you may be required to perform other duties as we may reasonably require from time to time.
- There will be occasions when you are required to attend meetings outside of the usual working hours and to carry out work in a lone working environment, including out of hours cover for emergency repairs.

PERSON SPECIFICATION

CORE COMPETENCIES

- Acts with integrity, actively promotes and support the mission and values of Women's Pioneer. Relevant professional qualification.
 - Member of relevant professional body (CIOH, CIOB, RICS or similar).
 - Evidence of continuing professional development would be an advantage.
 - Excellent verbal, written communication, presentation and interpersonal skills
 - Strong negotiating and influencing expertise, able to work intuitively and liaise effectively with a wide range of stakeholders and audiences.
 - Is fully supportive and demonstrates Women's Pioneer core values and behaviours, including working to develop a 'One Team' approach to all areas of work.
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KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

- Degree level qualification or Chartered status in a relevant discipline involving building or construction
- Track record of success at management level delivering customer focused services in housing management and/ or repairs & maintenance
- Experience of contributing towards formulation and implementation of business strategy and plans together with delivery of these plans
- In depth knowledge and understanding of effective asset management, repairs and maintenance approaches
- Experience in working effectively with Directors and Boards
- Experience of managing activity within business plans and of managing risk
- Experience of developing and managing performance standards enabling delivery of directorate plans
- Experience of contributing to the corporate development of an organisation
- Experience of leading an Assets and / or Property Services team
- Significant contract procurement and management experience Experience and knowledge of good governance, risk management and compliance.

PERSON SPECIFICATION

SKILLS AND ABILITIES

- Strong communication, networking and relationship management skills
- Ability to persuade and influence to manage difficult issues and achieve positive outcomes.
- Able to present confidently to a range of audiences
- Sound analytical and numerical skills
- Strong project and programme management skills
- Able to use IT programmes for budgetary, data analytical and project management
- In depth understanding of effective asset management and repair & maintenance approaches

PERSONAL ATTRIBUTES

- Approachable, personable; able to form positive relationships and secure buy-in.
- A motivational, leader, who maximises the performance of teams and individuals.
- Used to working under pressure but maintaining accuracy.
- Proactively demonstrates a strong commitment to equality and diversity; and champions the rights of tenants to have access to excellent homes and services.
- A self-starter, able to work on own initiative, exercise good judgement and be tenacious in pursuing opportunities and excellence.
- A thorough understanding of and personal commitment to equality and diversity; treating others with dignity and respect, and with a real desire to understand and meet residents needs and aspirations
- Due to the seniority of this post there is a requirement for flexibility in meeting the full responsibilities of the post. Attendance at evening meetings will be required from time to time and occasional attendance at weekend meetings

STAFF BENEFITS

LOCATION

We are currently working a hybrid approach. Customer facing teams are required to be in the offices and/or on site at least 3 days a week, however Tuesday is an all staff in the office day.

FLEXI TIME WORKING

For most staff we enable flexible working patterns within our formal flexi time working arrangement. Additional hours worked can be accrued to be taken at a later date in periods of whole days (up to 2 days every four weeks) or half days. This can equate to up to 26 days leave per year in addition to your annual leave entitlement. This is the equivalent to 52 days (or 10 weeks absence) per year for full time colleagues, pro-rata for part time colleagues.

BIRTHDAY LEAVE

Once you pass your probationary period, you will be entitled to Birthday Leave, where you can take an additional day-off on or around your birthday.

PENSIONS

All employees are auto enrolled onto our Group Pension Scheme providing a pension pot towards your retirement. In return for you paying 5% of your salary in employee contributions, WPH will pay 8% of your salary in employer's contributions.

ANNUAL LEAVE

Annual leave entitlement starts at 26 days rising to 29 days after 5 years' service. In addition, bank holidays are paid non-working days. Our office closes throughout the Christmas period from 1pm on Christmas Eve until the New Year.

DEATH IN SERVICE

As member of the Group Pension Scheme, you also qualify for Death in Service Benefits. Your beneficiaries will receive x4 your gross annual salary should you die whilst a permanent member of staff and enrolled in the pension scheme. A valuable addition to give your family peace of mind.

STAFF BENEFITS

EMPLOYEE ASSISTANCE PROGRAMME

The programme is easy to access and confidential. It is available at no cost to you and your immediate family members 24 hours a day, 7 days a week, 365 days a year. Personal Legal Support Access to in-depth help and information on any issues.

DISCOUNTED RETAIL PORTAL

Access to a wealth of retailers allows you to save on your spending. You will have your own login to earn cashback or discounts on anything from your grocery shopping to utility bills, mobile phone contract and big ticket items with well known retailers.

PHYSIOTHERAPY

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment will usually include digitally delivered exercises with ongoing support via video consultation.

REMOTE GP AND SECOND OPINION

Unlimited video consultations with a UK-based GP, including prescriptions and medications delivered directly where needed. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP – 24/7, 365 days a year.

MENTAL HEALTH SUPPORT

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment plan will usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules

HEAD OF CONTRACTS, COMPLIANCE & PROPERTY SERVICES

Title: Head of Contracts, Compliance & Property Services

Salary: £70,000

Location: Activity-based/Hammersmith

Hours: 35 per week Monday – Friday

Contract Type: Permanent

These are exciting times for Women's Pioneer Housing. We are developing 160 new homes for single women in West London, Lane which will be let to social housing residents in 2026, as well as brand new office on our site at 227 Wood Lane.

Founded in 1920 by women and men who understood the challenges faced by single women trying to secure affordable, safe and independent housing at the time, we are an ambitious housing association that remains focused on housing single women. The need for safe, secure, affordable housing for single women is as great as ever and we remain committed to making a positive difference to women's lives by providing high quality homes and services.

To prepare us for our first high rise schemes, and ensure our residents continue to live in safe, well-maintained properties, we are recruiting a Head of Contracts, Compliance and Property Services.

As Head of Contracts, Compliance and Property Services you will create great partnerships with our contractors and consultants, ensuring value for money, and an excellent, fully-compliant property maintenance service to our residents.

The Head of Contracts, Compliance and Property Services will also demonstrate experience of managing large contracts and writing accurate specifications. You will be able to demonstrate a commitment to social housing and involving residents in shaping and influencing services. Although this may be your first role at senior management level, you will have experience working with Boards and be able to develop and implement strategies that support our growth and ambitions.

We are a small team and work together to deliver shared objectives. If you are passionate about delivering excellent customer service, committed to improving safety and property services for social housing residents, and a good team member, we would love to hear from you.

More details of the association and how to apply are available on www.womenspioneer.co.uk.

If you would like an initial discussion to find out more about this role, please contact Susan Bernard - Head of Corporate Services (Susan.Bernard@womenspioneer.co.uk); or Tracey Downie - Chief Executive (Tracey.Downie@womenspioneer.co.uk).

Closing Date: 23:59 Monday 6th January

Initial interviews and assessment: Wednesday 13th January, online over MS Teams

Final interviews and presentation: Tuesday 28th January, in person at our head office

WOMEN'S PIONEER HOUSING

Contact us



020 8749 7112



hr@womenspioneer.co.uk



<https://womenspioneer.co.uk/>

