Head of Planned Investment
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Thank you for your interest in the role of Head of Planned Investment at Nottingham Community Housing Association.

As one of the largest locally-based housing groups in the East Midlands, NCHA manages over 10,000 homes and provides housing for more than 20,000 tenants across Nottinghamshire, Derbyshire, Lincolnshire, Leicestershire, Northamptonshire, and Rutland

At NCHA, we are committed to delivering high-quality, sustainable homes and ensuring the safety and comfort of our residents. Our Property Services and Assets department plays a crucial role in maintaining and improving our housing stock. The Head of Planned Maintenance will be instrumental in leading the ongoing maintenance and planned improvements to our homes, working closely with the Assistant Director of Assets, Kaye Challinor.

This is a significant opportunity to contribute to the strategic direction of our maintenance programs, ensuring that our properties meet the highest standards of safety, efficiency, and sustainability. We are seeking a strategic leader with expertise in planned maintenance, a strong understanding of asset management, and a passion for delivering exceptional service to our residents. If you are committed to making a meaningful impact in the housing sector and want to be part of a forward-thinking, resident-focused organization, we would be delighted to hear from you.

Kaye Challinor,
Assistant Director, Assets

We're Nottingham Community Housing Association, known to many as NCHA

We've been around since 1973, and these days we house more than 20,000 people across the East Midlands. We manage 10,000 homes in Nottinghamshire, Derbyshire, Lincolnshire, Leicestershire, Northamptonshire and Rutland. We employ over 1,200 people, and they benefit from training opportunities, apprenticeships and a huge range of staff benefits. We've got an annual turnover of £90 million, and we have invested more than £650 million in properties. We're building new homes all the time – we work with 19 local authorities to build new affordable homes that meet the needs of people in their area. This includes homes for sale, rent, shared ownership and everything in between. But it's not just houses: we also provide care and support services all over our region. Our work covers mental health, learning disabilities, domestic abuse, Asian elders, vulnerable young people, homelessness, teenage parents and older people, whether they need a place to live or support in their own home.

We work well with others. - We're a Homes England strategic partner, together with Longhurst Group, which means we're using £71.7 million of government funding to build more homes to reduce the current housing shortage.

Our mission. - Everyone at NCHA cares about what they do. It's part of our culture and our values, and it's what sets us apart from others. So much so, we've included it in our mission:

Homes and support by people who care

Our vision. - In all that we do, we work towards our vision of:

More homes, great services, better lives

NCHA's values are CLEAR - Equality, diversity and inclusion really mean something at NCHA. The nature of our work means that social responsibility underpins everything we do, and our values shape our work.

Caring - We care about what we do and the way we do it
Learning - We learn, improve and change to deliver great services
Enthusiastic - We are engaged and motivated to make a difference
Accountable - We are answerable for what we do and don't do
Resilient - We are ready to respond to opportunities and challenges.

Head of Planned Investment

Reporting to Assistant Director - Assets **People manager** Yes

Scale number & job family 9 - Maintenance **Work style** Partially agile

About the role Purpose
Plan and deliver activities to meet the requirements of our Places Strategy and other related business strategies, in particular retrofit and contract management activities in line with the Environmental Sustainability Strategy and Value for money strategy.

Deliver an innovative, efficient and flexible planned works and projects service; ensuring it is customer focused, compliant and sustains high levels of excellence and value for money and in line with NCHA's vision.

Main responsibilities
• Ensure that planned works and project services meet, or exceed relevant service standards; standing orders and applicable statutory and regulatory requirements
• Plan and deliver activities in relation to particular retrofit activities in line with the Environmental Sustainability Strategy, including grant applications and associated requirements
• Set KPI's for contracts and service area; preparing accurate reports and performance information in line with timescales and taking corrective action where required to improve performance
• Procure services in line with value for money outcomes, company policy and procedure; setting up contractual arrangements with service providers and contractors, and undertaking contract management from inception to satisfactory completion
• Organise and chair meetings with contractors/other NCHA departments where appropriate to ensure the effective delivery of the service

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•Maintain and develop department operational plans, translating them into team and individual objectives; actively creating, developing and reviewing policies and procedures of the team and cross functionally with other directorates to reflect best practice and innovation
• Ensure effective business partnering with Homes and Wellbeing teams to ensure effective service delivery
• Compile service area budgets, monitor and manage performance against targets and business plan objectives, control over income, expenditure and resources; taking timely corrective action
• Prepare budget bids, business cases, raising of works orders and variations, in line with contracts and NCHA financial policies; demonstrating VFM in delivery of all works and services including standardisation of Schedule of Rates for external and internal services
• Lead on Section 20 and other stakeholder consultation relevant to area of service; discharging the responsibilities of the CDM 2015 Regulations as client
• Actively seek new business opportunities in line with our Places Strategy, maximise income from external clients
• Lead, motivate and develop individuals and teams in a way that supports an inclusive culture and the values, behaviours and expectations of NCHA
• Ensure performance measures are in place that set high standards that support improvement and innovation; managing change within teams effectively
• Assess and manage resources appropriately including the planning, recruitment, induction and development of colleagues.

About the person

Knowledge

• Qualified to degree level or equivalent in a construction or asset management related field plus relevant post qualification experience
• CIH level 5 Housing management qualification or willingness to study and obtain this within agreed timescales (as prescribed by the Social Housing Bill)
• Knowledge of programme management approaches and techniques
• Knowledge of modern retro-fit approaches and techniques

Skills and experience

• Extensive and varied demonstrable experience of managing, motivating and developing people and managers and setting high standards
• Experience of planning and delivering complex programmes of work on time, to specification and to budget
• Substantial experience of working within the housing, development or construction sectors in an asset management or maintenance environment
• Demonstrable high level of numeracy, literacy and IT skills
• Practical experience of CDM, asbestos and all other regulations relating to the delivery of service area works
• Demonstrable experience of leading high value procurement, contractor and contract management and performance
• Experience of successfully planning and monitoring budgets and developing business plans
• Experience of managing the delivery of customer-orientated services
• Successful track record of building effective working relationships
• Experience of successfully managing change within a team or teams
• Excellent communication skills including strong report writing and presentation skills with; the proven ability to persuade and network at all levels, presenting complex concepts to diverse groups and promoting NCHA to a wide range of stakeholders
• Experience of managing, motivating and developing asset management teams, IT systems and programs and setting high standards
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Personal qualities, values and behaviours

• Understands equality, diversity and inclusion issues as they relate to and impact on service area and wider business
• Commitment and ability to model NCHA's clear values and purpose
• Is self-aware and willing to develop
• Understands the importance and value of giving and receiving feedback and willing to have those difficult conversations

All post holders are expected to understand and comply with NCHA's policies and procedures on Finance, Technology Services, Data Protection, Health & Safety, Equality and Diversity and any departmental policies in relation to the duties of the post.
This is not a complete list of duties and responsibilities for the role, it does not form part of contractual terms and conditions. You may be required to carry out other duties commensurate with the grade of the role.

Our Benefits

Salary - The remuneration for this role is **£54,708-£63,924** and you will be awarded an incremental rise each year.

Annual leave - NCHA colleagues get 36.5 days a year of annual leave, including bank holidays. Once you've been with us for five years, this increases to 38.5 days.

Pension - Our generous pension scheme will help you save for your future. We will match your pension contributions up to a maximum of 10% of your salary. Our entry level pension scheme is 8%: 5% from NCHA, and a 3% personal contribution. We provide a salary sacrifice option for pensions, which means you won't be taxed or pay National Insurance on the money you pay into your pension.

Wellbeing - We provide an extensive range of services to support your wellbeing. This includes cashback on dental and optical treatments, as well as specialist consultations, diagnostic tests, complementary and alternative therapies, chiropody and more. You'll also have access to 24-hour counselling.

We're family-friendly - We provide enhance benefits for those on maternity, paternity and adoption leave. We also have family-friendly policies, allowing you to take urgent leave to deal with a domestic issue, and planned leave to support caring responsibilities.

Travel and transport - As an NCHA colleague, you'll be able to access discounts on bus and tram passes. We also support the national Cycle to Work scheme. This allows you to pay for a bike using salary sacrifice, so that you don't pay tax or National Insurance on your bike payments.

Training and development - We have a long-standing record of investing in training and development. We provide an extensive in-house training programme for our colleagues, with over 60 training courses available each year. We also provide access to formal qualifications, specialist external courses and conferences.

Employee relations - We encourage our colleagues to join either of our recognised trade unions, Unison and Unite.

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How to apply

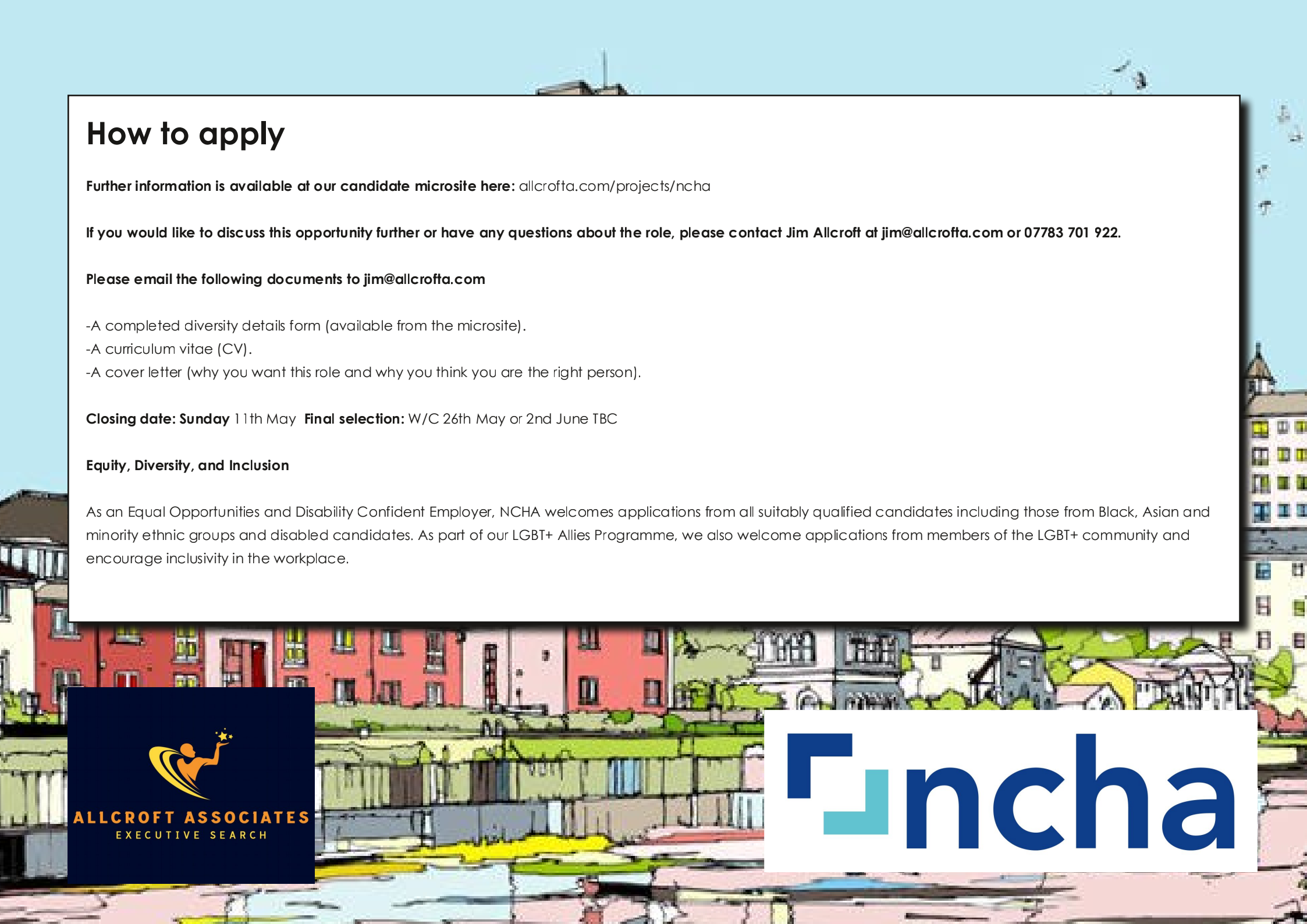
Further information is available at our candidate microsite here: allcrofta.com/projects/ncha

If you would like to discuss this opportunity further or have any questions about the role, please contact Jim Allcroft at jim@allcrofta.com or 07783 701 922.

Please email the following documents to jim@allcrofta.com

-A completed diversity details form (available from the microsite).
-A curriculum vitae (CV).
-A cover letter (why you want this role and why you think you are the right person).

Closing date: Sunday 11th May **Final selection:** W/C 26th May or 2nd June TBC

Equity, Diversity, and Inclusion

As an Equal Opportunities and Disability Confident Employer, NCHA welcomes applications from all suitably qualified candidates including those from Black, Asian and minority ethnic groups and disabled candidates. As part of our LGBT+ Allies Programme, we also welcome applications from members of the LGBT+ community and encourage inclusivity in the workplace.