

Role Profile



Job Title	Deputy Director Commercial		
Department/Function	Commercial	Responsible To	DCEO & Commercial Director
Salary	£63,000 p/a	Date of Profile	September 2014

Scope of Role	<i>Scope of staff and financial management responsibility, level of authority, impact etc.</i>		
Number of direct reports	3	Number of indirect reports	39
Size of budget for which the role is responsible	£30m	Level of financial authority with regard to expenditure	£350,000
What level of impact will the post holder's actions and decisions have on the team/function/business	Significant, expected to lead and manage the delivery of the new build and major improvement programmes, along with the community regeneration projects. Reporting to Commercial director be expected to contribute to developing strategic planning, such as the corporate plan, development and major improvements strategies within the directorate and the across the business.		
Who are the principle contacts that the role interacts with internally and externally	Internally: Director, Direct Reports, Other Directors, Other Tier Ones, and Board Members. Externally: CHC, WG, Regeneration networks, builders, contractors, local authorities, other housing association, third sector organisations and business partners.		

Purpose of Role	<i>High level description of the role – why it exists</i>
<p>This is a new role to be established as part strengthening of second tier of management across the business. The post will have responsibility for leading day to day operational performance and development across the Commercial Directorate. They will also be responsible for delivering strategic projects, income generation/maximisation and driving business improvement. This post holder will also be expected to contribute to developing strategic planning within the directorate and across the business.</p>	

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Accountabilities	<i>Statement of the main areas of responsibility</i>
<p>Management of the three main sections of the Commercial Directorate:</p> <ul style="list-style-type: none"> i) Development & New Business ii) Asset Management & Physical Regeneration iii) Innovation & Community Projects <ul style="list-style-type: none"> • Accountable for the delivery of corporate and directorate strategies and the projects and programmes that result from these strategies, within agreed timescales and budgets. • Managing and developing direct reports and directorate staff. • With the Director, developing medium and long term strategies to deliver corporate and operational plans. • Deputises for the Commercial Director as required. 	

Knowledge, Skills & Experience	<i>The minimum level of tools needed to do the role</i>
<ul style="list-style-type: none"> • Educated to degree level or equivalent with a professional qualification. • Previously managed at a senior level in a commercial environment. • Experience of working on large contracts value up to £50m • Experiences in preparing and delivering strategic and operational plans. • Knowledge of regeneration including new building and/or delivery of large refurbishment programmes. • Delivery of large and complex projects. • Able to undertake complex negotiations. • Sound knowledge and contract management and dispute resolution. • Strong influencing skills and politically aware with the ability to work collaboratively. • Numerate and ICT literate. Able to interpret and produce financial investment 	

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appraisals.

- Good written and presentation skills.
- Knowledge of health and safety requirements in delivering major improvement and building programmes.
- Interpret data and have the ability to undertake research.
- Networking skills and able to work collaboratively internally and externally.
- Is able to support and develop direct reports and encourages the same across the directorate.
- Empowers staff and is able to delegate appropriately.
- Full UK driving licence and car owner.

Critical Skills

Detail any technical skills/expertise at a level that is critical to the business, i.e. are they the organisation expert in that field

- Member of a professional body in the construction sector'
- Can demonstrate a track record on leading successful teams in a corporate environment.
- Performance management.
- Project and contract management.
- Budget planning, setting and management.
- Strategic and operational management of diverse services.

Competencies

Attributes/behaviours the role holder must possess to be successful in the role

BOLD – driving ambition

Shows the ability to think broadly and strategically. Focuses on the solution without getting bogged down in the problem. Acts decisively and toughly if business interests demand this. Develops and rewards new and innovative/better ways of working. Leads with confidence and shows personal courage to take a stand. Looks externally for new ideas and best practice. Takes ultimate responsibility for performance (doesn't blame others for mistakes). Takes considered and

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	informed risks
EMPOWERING – unlocking potential	Inspires and motivates others to be the best they can. Takes into account individual needs, preferences and aspirations. Delivers and positively welcomes helpful two way feedback. Has coaching conversations to help people improve. Trusts others to get things done and to make decisions. Asks open/probing questions to encourage input in future plans and change. Provides support and advice to others for personal/ career development. Seeks opportunities for personal development. Adapts communication to get the best out of people.
TRUSTWORTHY – leading with integrity	Has personal integrity; comes across as open and honest. Sees self as a role model and acts to lead by example. Actively listens to understand views and needs. Shows self awareness and is aware of how they communicate and the impact. Manages fairly and consistently. Is visible and approachable, showing interest, care and empathy for others. Remains calm and in control of own emotions. Maintains confidentiality but is not secretive
EXCELLENT – continuous improvement	Shares a clear vision of what success looks like and clarifies expectations. Constructively and sensitively challenges others in the interests of business improvement. Goes the extra mile in order to deliver. Puts customers at the heart of everything. Constructively and sensitively challenges others (in the interests of development and improving performance). Deals confidently and calmly with conflict. Remains positive and credible despite obstacles and setbacks. Sets achievable but challenging long term targets and priorities. Communicates in a straightforward and accurate way. Anticipate and leads change in a way that gets buy in.
PROUD – making a difference	Acknowledges contribution and gives credit to others. Celebrates individual and team success. Communicates with passion and a positive attitude, even under pressure. Seizes opportunities to drive business success. Recognises high performance. Praises and recognises the efforts of others. Celebrates individual and team successes. Regularly reports on progress and keeps others updated
ENJOYABLE – love working together	Balances work and personal life so neither is neglected. Build trusting relationships both internally and externally and encourages the health and wellbeing of the team. Balances work and personal life so neither is neglected (and encourages others). Builds trusting relationships internally and externally. Sets targets in a way that engages and inspires others to do their best. Build and utilises an active network of contacts. Actively involves others in problem solving and decision making discussions. Encourages the health & wellbeing of

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	individuals/team.
Performance Measures	<i>List the critical success factors used to determine whether desired results have been achieved</i>
Measure 1	Directorate targets are met on time and within budget.
Measure 2	Asset management programmes delivered on time and within budget.
Measure 3	New development programme delivered on time and within budget.
Measure 4	Community regeneration projects deliver outcomes required by the business.
Measure 5	Outcomes are collected and reported, including social return on investment.

In order to maintain effective services, you may be required to undertake any other reasonable task, which is broadly consistent with those in this document and could be expected within the remit of this role and within your level of skills, experience and knowledge, as determined by your Director.
