



POSITION PROFILE

**GROUP DIRECTOR
CORPORATE SERVICES**



Welcome Note	3
The Organisation	4
The Opportunity	6
Candidate Profile	9
Remuneration & Recruitment Process	10





Thank you very much for your interest in becoming our new Group Director – Corporate Services.

In recent years, the management teams of River Clyde Homes (RCH) and Home Fix Scotland (HFS) have delivered significant transformation. The organisation is now a far cry away from its origins as a large-scale voluntary transfer of the housing operation for Inverclyde. We remain committed to improving lives and places and realise the importance of thriving communities and what contribution we can make to help this happen.

Customers are at the heart of everything that we do. We want our customers to be engaged, empowered, and delighted with their home and the broad services that we provide.

I believe you will be joining RCH Group at an exciting time. We have new financing arrangements in place that will enable greater investment across our housing and estate portfolio and we are in the first year of a new and ambitious Corporate Plan – ‘Improving Live and Places – our journey to 2027’ which contains five strategic outcomes (Excellent Services, Sustainable Homes, Strong Partnerships, Thriving Communities and Engaged Employees). Each outcome is a clear statement of our future intent, and we will continue to embrace the core principals of Innovation, Performance, People and Collaboration in both our overall approach and across all activities.

The successful candidate will inherit an established and already high performing team that delivers corporate services across RCH and HFS. The Group Services directorate consists of team of 45 staff covering Finance, ICT, HR, Governance, Business Change, Communications and Health & Safety.

This is a genuine opportunity to influence the future strategy and deliver significant change in a truly dynamic organisation that plays a key role as a community partner in Inverclyde. If you are an ambitious finance professional who would relish the opportunity to help us shape our Group, I would love to hear from you.



Richard Turnock
Group Chief Executive



RCH Group consists of River Clyde Homes (RCH), the social landlord, together with Home Fix Scotland (HFS), its wholly owned, in-house repairs and maintenance subsidiary.

Formed in December 2007, River Clyde Homes (RCH) is one of Scotland's leading social housing management and affordable housing development companies. With a turnover of £30million and employing 177 staff, RCH currently owns over 6,100 homes, acts as property factor for over 2,200 homes, and has assets in excess of £200m.

We pride ourselves on being more than just a landlord and are committed to improving lives and places. We understand how, as an anchor institution in Inverclyde, we can make an important contribution to the local economy; through helping tackle significant economic, health and environmental challenges and inequalities.

We also realise the importance of thriving communities and the contribution we can make to help make this happen. Of course, we aim to provide quality, sustainable homes, and deliver excellent services but we also aim to create thriving communities and generate social value where we can.

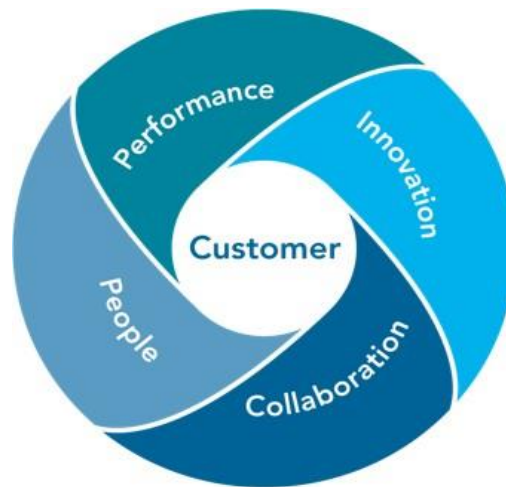
RCH has gained Investors in People (IIP) Gold accreditation, demonstrating our continued commitment to leading, supporting and managing our people effectively to achieve sustainable results. We have also been awarded the prestigious Investors in Young People (IIYP) Platinum Accreditation in recognition of our commitment to the training and development of young people.

As an organisation, we are focused on ensuring our customers have direct involvement in helping RCH make the appropriate changes to provide the best possible services that suit their needs and aspirations. From our nationally acclaimed and award-winning Customer Senate to the various Customer Panels and Armchair Critics, customers are in a position to shape our future plans and priorities. We also achieved the prestigious Customer Services Excellence accreditation in 2022.

Home Fix Scotland (HFS) undertakes a range of activities including responsive and planned maintenance works, grounds maintenance works and technical services to support the development of new homes. With a turnover of £9million and employing 115 staff, HFS is a commercial organisation, focused on using a "commercial mind with a social heart".

Through external tendering and developing strategic partnerships, HFS focuses on a number of key markets including building maintenance, registered social landlords, private landlords and ground maintenance services. There is significant ambition to extend HFS' activities beyond RCH and, in doing so, to make a noticeable contribution to the overall sustainability and resilience of RCH. HFS' profits are reinvested into employment initiatives and meaningful social projects through Gift Aid back to RCH. This positive approach is what makes HFS different and will ultimately enable the organisation to establish strong and lasting partnerships, whilst also positively contributing to their communities more than traditional contractors.

RCH and HFS are aligned in our purpose, strategic priorities and values. Our common purpose is simple – 'Improving Lives and Places' and our vision is what we want to be – 'Sustainable Homes and Communities'.



Placing the customer at the heart of everything we do – we expect all staff to adopt four core principles across all aspects of their work.

- We have a focus on Performance, ensuring we are outcome driven, deliver value for money and continuously improve
- Through Innovation, we ensure that we continually enhance our processes, optimise the use of IT for our service delivery and embrace shared learning
- Through a focus on People, we aim to lead, engage, and empower our staff. We encourage and foster equality and diversity and deliver staff development and training
- Through Collaboration, we aim to work together more effectively both with our internal and external partnerships

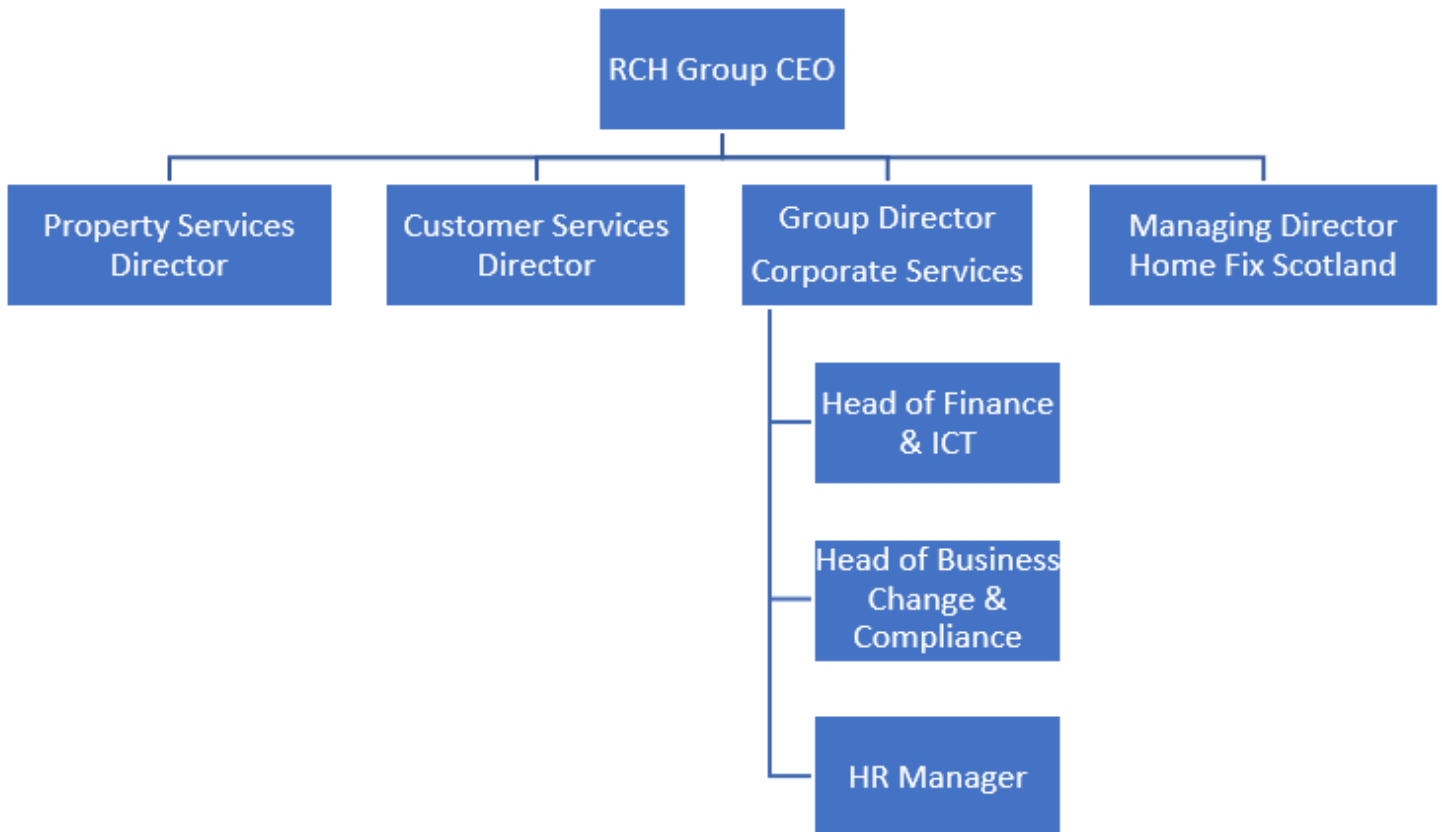
Our five values, shown below are the key principles we live and work by and help define who we are and what we stand for. The values are referred to as RCH Group's 'everys' with each a clear statement of intent:

- Every customer happy
- Every home loved
- Every opportunity taken
- Every penny counts
- Every person positive



Job Title: Group Director – Corporate Services
Office Location: Greenock
Reports to: Group Chief Executive

NB: RCH Group embrace embraces hybrid working and whilst our Headquarters are in Greenock, the successful candidate would not be required to be in the office on a full-time basis.



Key Priorities:

- As a member of the Executive Leadership Team, ensure the delivery of both RCH's and HFS's vision, values, business plans and objectives
- Ensure both RCH and HFS have sound resources, strong finances, and operate sustainably and efficiently meeting key business objectives; including financial targets, regulatory compliance requirements as well as implementing appropriate health and safety governance
- Directly support the ongoing development and evolution of the RCH Group including the creation of new commercial subsidiaries, as appropriate
- Embed a proactive approach to risk management ensuring there is the appropriate focus on the identification of risk and its mitigation, ultimately ensuring RCH and HFS remain resilient businesses



- Ensure financial covenants reflect any revised business plan assumptions including capital works, new build program requirements and the current and future external environment. Conduct discussions with lenders to refine financial covenants as appropriate
- Directly support, as a named Board Director, the ongoing evolution and growth of HFS, working closely with the Managing Director to develop robust business cases and prepare bids/tenders as appropriate
- Directly contribute to the wider business improvement and continuous improvement agenda identifying opportunities for operational efficiencies and embedding a customer centric philosophy
- Promote and support agile and digital working practices to enable business growth, delivery of value for money and encouraging innovation in all aspects of customer services
- Ensure that the voice of customers is heard in the development and delivery of strategic and operational plans along with the ongoing scrutiny of performance and outcomes

Duties and Responsibilities:

- Work with the Board, Executive and Senior Leadership colleagues to develop and ensure commitment to the short, medium and long-term financial business transformation, organisational design and culture change strategy across the RCH Group
- Ensure the Chief Executive and respective Boards are provided with robust and meaningful financial information, analyses and advice; in relation to income and expenditure budgets, forecasts, trends, investments, assets and liabilities
- Provide advice, information and expertise, ensuring the maintenance of excellent governance and business assurance across the Group as well as compliance at all times with financial, statutory and regulatory requirements
- Ensure compliance with all internal control requirements related to budget setting, cash flow requirements, procurement and financial regulations
- Lead the strategic planning and annual budget process, ensuring strategic and operational plans are constantly monitored and reviewed in line with external factors including legislation, financial restrictions, new opportunities and customer needs
- Establish business cycle priorities ensuring sufficient resource is aligned to achieve declared outcomes
- Corporately manage performance for - and report to - the RCH Group Board on strategic progress, recommending adaption and change where appropriate
- Provide effective leadership and support for direct reports and managers, within the corporate services directorate, modelling a leadership style with vision and drive that inspires and motivates. Define core competencies, behaviours and a common culture, through effective engagement strategies, to support business goals
- Lead on compliance with all legal, and regulatory requirements across the RCH Group ensuring there are the highest standards of control, risk management and financial security
- Develop and maintain a strong performance culture and commitment to customer experience and satisfaction. Monitor performance, through effective systems and processes, to ensure the delivery of high quality, value for money services
- Take a lead role in ensuring that business cases for capital and revenue investment, options appraisals and service development proposals are financially robust, based upon the best available evidence and include full financial risk assessments to inform decision making



- Lead on organisational design activities in support of strategic plans, and develop, resource, implement and refine a talent management strategy (incorporating internal leadership development and external resourcing) that supports the delivery of corporate goals
- Engage and embrace customer forums where executive leadership is required to project confidence, maintaining and developing professional and sector networks that will add value to the RCH Group and ensure it is viewed as an influential and reliable partner
- Work with external partners to meet the RCH Group's long-term aspirations including regulators, funders, local authorities, the SFHA and others

NB: No leadership role profile can be entirely comprehensive. The post holder will be required to undertake additional duties from time to time, in line with the above responsibilities, as required by the Board and/or CEO.





As a qualified Accountant, you will be an inspiring, solutions-focused and forward-thinking leader with relevant experience in directly managing multidisciplinary teams. An accomplished communicator, the successful candidate will be able to build and maintain strong working relationships with a range of stakeholders.

Whilst the RCH Group companies operate within the Social Housing and Construction sectors, we would welcome applications from candidates currently working in other sectors.

Skills and Experience:

- Extensive leadership and management experience at a senior level coupled with a proven track record in corporate and financial planning, reporting and governance
- Evidence of successful strategic and operational resource management in an appropriately complex setting
- Strong experience of complex financial, treasury and budget management
- Evidence of strong contributions to risk management and corporate governance processes at senior management or Board level
- Relevant strategic planning exposure, ideally with direct experience of contributing to/facilitating the growth of an organisation
- Strong strategic financial modelling experience coupled with direct involvement in both the budgeting and longer-term financial forecasting processes
- Relevant record of building capacity, developing and leading high-performing multidisciplinary teams
- Direct experience in the successful delivery of significant business transformational or change programmes
- The ability to develop and maintain effective relationships and partnerships with a diverse range of stakeholders
- Evidence of relevant experience in 'people strategies' e.g. through leadership of, or strong strategic contributions to; organisational development, learning and development, culture change or internal capacity and skills-building programmes
- Excellent presentation, communication and interpersonal skills to engage with credibility and impact, appreciating diverse perspectives

Personal Attributes:

- Authentic leader skilled in building strong relationships and able to influence across a diverse range of stakeholders
- Proven ability to view and articulate the bigger picture and vision for the future, actively building compelling strategies to achieve desired outcomes
- Skilled in applying strong judgement, tactical awareness and diplomacy in decision-making
- Solutions focused with excellent problem-solving, analytical and constructive challenge skills
- A strong commitment to best practice coupled with a drive for continual improvement
- Exercises good judgement, confident in own knowledge, able to give advice to others and be accountable for that advice
- Absolute personal integrity – the public profile of the organisation is of paramount importance
- Significant personal drive and resilience



Remuneration

- Salary: £95,000 – £110,000
- Pension: SHAPS or Defined Contribution Pension Scheme* (employer contribution up to 10%)
- Holidays: 38 Days (inclusive of 5 fixed public holidays) increasing to 41 days after 5 years
- Other: Electrical Vehicle Salary Sacrifice Scheme (both Hybrid & Full Electric)
Non-contributory Private Healthcare
Life Assurance Scheme

*If not are not an active mention of the Scottish Housing Association's Pension Scheme (SHAPS) you would be enrolled into the defined contribution pension scheme.

The Recruitment Process

Interested candidates should provide a tailored CV and covering letter to douglasadam@livingstonjames.com.

RCH Group is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.