



ClwydAlyn



**Executive Director
of Resources**
RECRUITMENT PACK



About ClwydAlyn



We are an ambitious Housing Association and very driven by our values and mission. We believe that it is wrong that there is still so much inequality and poverty across our region, and we know that this impacts every aspect of people's lives. We took a strong position to end evictions four years ago and we use our money and influence to do all we can to support those experiencing poverty and to champion for change across our country.



ClwydAlyn was formed in 1978 as a non-charitable Registered Social Landlord and now manages 6,500 homes and employs 800 staff. We also deliver a range of housing management related services, which includes care homes and supported housing; development, and repair and maintenance services. We work across 7 councils in North Wales (Denbighshire, Flintshire, Conwy, Wrexham, Powys, Gwynedd and the Isle of Anglesey).

Our homes and services include social family housing and single person accommodation, supported living accommodation and specialist care and nursing services, low-cost home ownership, leasehold management services and intermediate and market rented housing. The Group's annual turnover is £64m.



NO POVERTY. Imagine how different Wales would be if we had no poverty. Everyone having access to high quality, affordable housing; able to afford to heat their home properly and afford the food they need to stay healthy. It might sound far-fetched, but at ClwydAlyn we don't think so.

We believe that we can and should aim to make this a reality for as many people as possible.

Our mission is ambitious, but by working together with external partners, we believe that we can tackle poverty. The current cost of living pressures following on the heels of two years of pandemic, means the stresses and strains faced by everyone are becoming harder to deal with. We have a clear responsibility to our residents and staff to support them through these difficult times. Our mission is more important than ever.

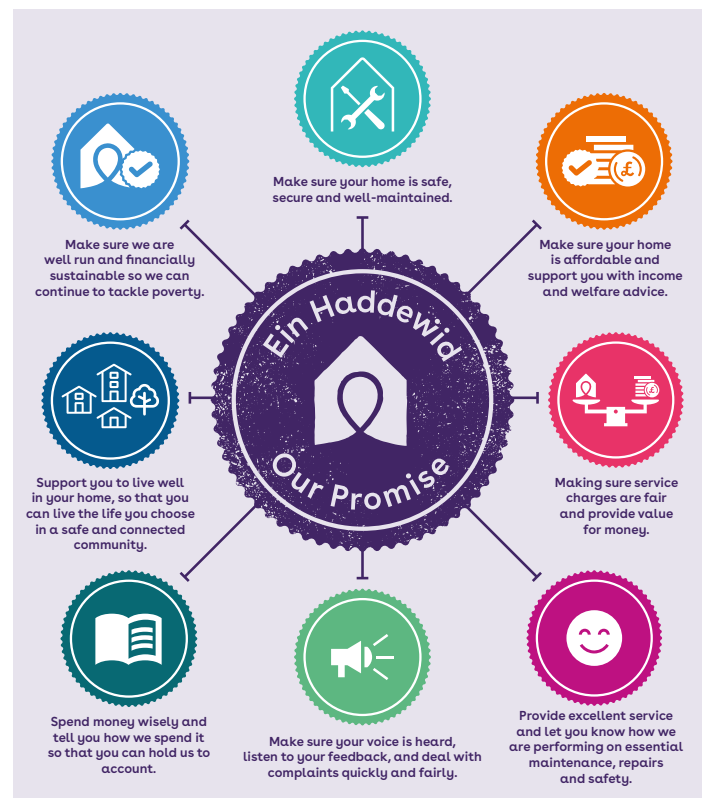
We're so much more than a social housing provider. We make a significant contribution to the North Wales economy both as an employer and as an investor, using as many local companies as possible and maximising the social value of every pound we spend.

The pace of change within the housing sector presents both significant opportunities and challenges. We're an agile organisation that pro-actively adapts to change. We challenge thinking and we're bold and open with our conversations. We are creative and imaginative in overcoming new challenges, finding and maximising new opportunities in our mission to beat poverty, whilst also delivering excellent services for our residents.

Our strategy is underpinned by strong financial leadership and management, delivering agreed annual surpluses to invest in our homes and services. We meet our financial covenants, and we deliver value for money.

Our Promise:

We believe having a safe, high-quality home really matters and a home should be more than just four walls and a roof. Our resident charter sets out our commitment to deliver excellent services to our residents and Our Promise was created in collaboration with our residents.





Our corporate plan sets out a number of priorities including 'ClwydAlyn is an Employer of Choice' and 'Our Staff are less likely to suffer poverty through our actions'. We have focused on providing an increased ability to work flexibly across the business, 63% of staff say they can work flexibly and 95% state this has had a positive impact on their mental health and wellbeing.

We are investing in an additional 40 new roles during 24/25 to support our growth including new trainee and pathway roles. Our new Leadership Development Programme is underway with the first two cohorts up and running.

Our people and values



Our values of Trust, Hope and Kindness drive everything we do.

Our last survey showed that:

91%

of staff would recommend ClwydAlyn as an employer

79%

of staff trust ClwydAlyn as an employer

88%

feel well supported by their manager with a mental health condition



Our Homes

Our longer-term development plans are ambitious and underpinned by our Growth Strategy. Over the next 5 years, we expect to complete a further 1,343 homes giving a total of 2,204 homes since the development programme was expanded in 2017/18 by utilising our Bond. By the end of 2024/25, our portfolio will have reached over 7,000 homes, including social and affordable rented homes, affordable home ownership, and other housing tenures where it benefits the business and meets our values. We are recognised as one of the UK's leading developers of sustainable homes.



3rd in the UK
for building
sustainable
homes (EPCA)

Inside Housing's top 50 Biggest Builder's survey 2023.



91%

of residents feel
safe and secure
in their home



86%

of residents are
satisfied with
the quality of
their home

2022/23 Tenant and Resident Satisfaction Surveys (STAR)

Our Business

We perform well financially achieving margins of 20% in the challenging environment of the last few years. We are in the middle of transforming the systems we use across the business having introduced a new Housing management system, new system for managing our Care portfolio, new purchase and payment system, new phone system etc in recent times; but there is more to do.

We are improving our procurement practice and embedding our social value priorities. Our Programme and Project Management approach is reasonably mature, and we have a mature approach to regulation and governance.

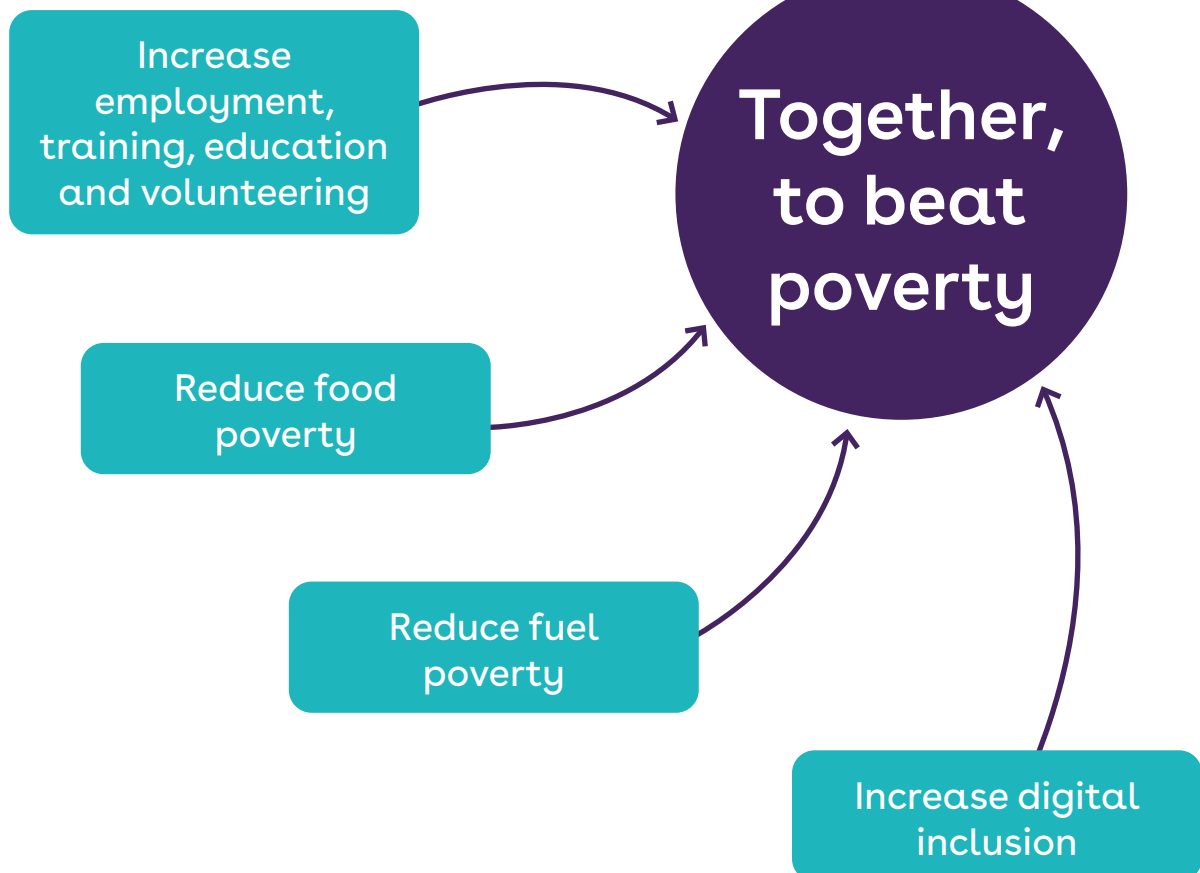


Providing social value is key to what we do. We want to make sure that every pound is spent as effectively as possible so we can have a bigger impact on our communities.

Our new social value strategy takes a proactive approach to ensuring social value is embedded across the organisation and sits at the heart of our procurement plans.

Our social value framework focuses on our four poverty priorities:

Our poverty priorities for residents



Social Value Scope

Activities and services that go above and beyond to deliver social value outcomes that contribute to our poverty priorities and mission to beat poverty.

Meet the team



ClwydAlyn is led by a Board and Executive Team with a wide range of experience in relevant fields, who are responsible for leading the strategic direction and development of the Group.

Further details about our Executive Team and Board can be found on our website.

clwydalyn.co.uk/the-board-and-management-team/

Values and behaviours required to work at ClwydAlyn

We hope that you will be able to demonstrate a strong alignment with our values of trust, kindness and hope?

- Coach, motivate, encourage, and support people to contribute to the organisation using their skills, knowledge, and experience to maximum effectiveness.
- Ability to think strategically, 'join the dots' and develop solutions with pace and energy.
- Motivate people to take ownership and make their own decisions.
- Is prepared to have bold conversations with empathy, diplomacy, and tenacity.
- Demonstrates a belief in and is an advocate for our mission to end poverty.
- Respect diversity, inclusion, and values the contribution difference brings.



You will be a member of our Executive team and will report to the Group CEO, Clare. You will play a full role in the leadership and strategic thinking for the company and will enjoy working collegiately with the leaders and staff across the business.

Although this role is not responsible for leading service delivery direct to residents you will be someone who will want to spend time in services understanding the challenges our residents face and the opportunities to improve the business and services we provide. You will “get” ClwydAlyn, believe in what we do and want to be much more than a great functional lead. You will be an experienced and fully qualified accountant; (with at least 5 years post qualification experience and with experience in the housing or charitable sector.

You will lead the following functions at ClwydAlyn:

- Finance – Including Treasury management/business planning and annual budget preparation and delivery.
- Governance- including Programme and Project Management, performance reporting and data management .
- IT- including IT transformation and change programmes.
- Procurement, Social Value and Value for Money.
- You will be the lead accountable officer for the Assurance Committee.

The Job description and Person Specification are included in this pack

Key Accountabilities

- Strategic financial planning to maintain a strong medium / long term financial position and oversight of budget setting.
- Strategic oversight of our treasury position including managing relationships with our 2 credit rating agencies, bondholders, and bank. Making key decisions on the timing and source of new borrowing.
- Ensure compliance with all FCA, Stock Exchange, Welsh Government and lender requirements (regulations, covenants, funding agreements etc)
- Managing relationships with internal and external auditors and the regulator.
- Ensuring the development plan and business plan are aligned and affordable.
- Support and challenge across ClwydAlyn to deliver value for money and to ensure services maintain agreed margins.
- Promoting good procurement and improving contract management throughout the organisation.
- Ensuring the appropriate use of project management for all major projects.
- Promote understanding and appropriate use of risk management.
- Leading the development of our use of data
- Ensuring that we have IT systems which meet business needs and enable us to deliver amazing services to our residents allowing them to self serve 24/7.

Some early priorities for the first year in post

- Contribute to the thinking and work to develop the next 5 year corporate plan for board approval in Winter 24/25.
- Investor road shows.
- Develop relationship with S&P and Moody's.
- Planning for any borrowing requirement in 25/26.
- Leading and supporting new procurement legislation implementation.
- Support work to develop proposals on future of IT estate- whether we retain servers or move to cloud.
- WHQS2 and De-carbonisation – work with teams across the business to develop a credible and funded plan to achieve de-carbonisation priorities and WHQS2 over the medium term.

Purpose

With the CEO, lead the development of a company culture which at all levels and for all roles demonstrates trust, kindness and hope as key organisational values. Also encourage and promote managed risk taking, innovation and new approaches with an emphasis on learning and improving.

Provide strategic leadership to the organisation's Finance function, Procurement and social value functions, Governance, IT, Programme and Project Management portfolios.

Be the Executive lead for Strategic planning including our Business Plan, our 5-year Corporate Plan and annual planning.

Make a significant contribution to the strategic direction of the business and lead actions to deliver the group mission as a member of the Executive Team.

Job Context

- The Group operates in 7 key Local Authority Areas with a portfolio of 6,500 homes, and annual turnover of £64m. The businesses 800 staff provide a comprehensive range of services including, social and affordable housing development, ongoing management of our homes, resident support, care homes, independent living for older people, homeless support services and central services.
- The Executive Director of Resources and Strategic Planning is accountable for overseeing a revenue budget of £64m and a debt portfolio of over £300m, leading a team of 4 direct reports and circa 40 staff delivering an operational and treasury finance function: IT services, procurement and social value, and Governance services.
- Accountable Officer for Assurance Committee and organisational risk management/risk planning.

Duties & Responsibilities

- Work with fellow Executive team members and Senior Managers to develop an organisational climate and culture that ensures we can deliver our goals and the Group mission.
- Provide professional advice to the CEO, Exec Team, and Board on strategic and operational issues in relation to the portfolio.
- Ensure that ClwydAlyn is supported through socially driven, commercially minded, professional and technically competent staff.
- Ensures clear Key Performance Indicators are set and team performance is monitored in line with these standards.
- Maximise the contribution of others by providing inspirational and transformational leadership that delivers a high quality and first-class customer experience with engagement of customers and colleagues.
- Create an environment of continuous improvement with clear outcomes and objectives that deliver improvements and add value to the business.
- Overall accountability for short-, medium- and long-term financial planning and financial management; budget setting and monitoring of performance.
- Ensure the business plan and treasury planning support the strategic direction of the business.
- Manage relationships with key investors, credit rating agencies, external auditors, and the regulator to ensure the highest levels of external assurance.
- Ensure that robust data integrity, IT solutions, Governance and procurement processes exist, and effective systems are in place to deliver social value and achieve our ending poverty mission.
- Executive Lead for Strategic Planning for the Group and for ensuring all statutory and regulatory requirements for the Group are understood and fulfilled across the Group to the highest level.
- Represent the Group externally ensuring effective relationships are established and maintained that add value and expand the Group's external profile and reputation for innovation and excellence.
- Scan the operating environment and horizon to ensure that the business remains up to date; and takes advantage of positive business growth opportunities.
- Champion innovation and the use of new technology to further improve service delivery. Sponsor or lead organisation wide projects to ensure the efficient use of resources and successful achievement of objectives.

Why work for us?



Salary

Salary of up to £115k depending on skills and experience.

Annual leave

We offer 30 days plus bank holidays. Additional flexibility to buy and sell up to 5 days annual leave (pro rata).

Health benefits

We offer a range of health-related benefits including a Cycle to Work scheme, Eye Care scheme and confidential counselling service to all staff.

Families are important

We offer 4 months full pay and 5 months half pay when on maternity, adoption and shared parental leave.

Pension

Defined Contribution pension scheme with matched contributions (up to 8%) and death in service benefit 3 times your salary.

Enhanced sickness pay

Enhanced sickness pay after 1 years service rising to a maximum of 3 months full pay, 3 months half pay.

Financial wellbeing and support

We offer a range of support including access to savings and loans through a credit union, access to support from our in-house Welfare and Money Advice Team and access to free lunch for all staff.

Dedicated Wellbeing support

We know that fostering high levels of wellbeing is good for people, the organisation and the communities we work within. We are committed to creating positive, flexible working environments where individuals and communities can thrive. We have a dedicated workplace wellbeing Team and we provide a wide range of support and wellbeing related benefits to support good mental, physical and social wellbeing.

Trauma informed

We have committed to becoming a Trauma and Adverse Childhood Experience (TrACE) Informed organisation. Becoming TrACE informed will not only benefit the lived experiences for our residents and service users, but will support staff wellbeing, inclusivity and how we embrace 'Living and Leading our Values'.

Learning and Development

Investing in the personal development of staff to reach their potential is our priority. Through our Leadership Development programme, formal training, on the job learning, coaching and mentoring, we provide a learning environment that is supportive for each person to build skills that will help them be great in their job today but also enable them to grow a career with us for the future.

- **Application Closing Date** - 5pm on 31st May
- **Longlist Confirmation** - 4th June
- **'Getting to Know You' meetings** - Monday 10th June
- **Final interviews** - Monday 17th June

You can apply in a number of ways:

The more traditional approach

Send an up-to-date CV which shows your full career history and a statement explaining why you are interested in this role at ClwydAlyn, and the skills and experience you can bring to the role.

Send us a short film

Maximum 3 minutes explaining why you are interested in this role at ClwydAlyn and the skills and experience you can bring with a short accompanying letter/email.

Please send your CV or short film/letter to Hien Longden:
Hien.Longden@clwydalyn.co.uk

If you would like an informal discussion about the role before applying, please contact:
Clare.Budden@clwydalyn.co.uk or call on 07909893520.

We look forward to hearing from you.



ClwydAlyn

@ClwydAlyn



clwydalyn.co.uk

Ffôn/Tel: 0800 1835757

Ebost/Email: help@clwydalyn.co.uk