



Assistant Director - Planned Investment and Commercial

Location: Sunderland

Salary: £86,226 (plus pending pay award)

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Statement from our Executive Director of Property



Thank you for expressing your interest in the role of Assistant Director of Investment and Commercial in what is an exciting time for Gentoo.

Our core purpose is to provide safe and decent homes for customers of today and tomorrow, and this role will be vital in making sure we deliver against this.

There has never been a better time to be a part of Gentoo.

Our property directorate has been brought together into one knowledgeable and experienced team, working together to maintain and invest in our portfolio of 28,500 homes, serving 60,000 customers. We are also focussed on the future and we are currently developing our new Corporate and Property Strategy which will set a clear direction of future travel for the organisation.

We are proud to be financially stable and well governed, and we are the largest housing association in to have a C1 grading from the regulator of social housing for consumer standards as well as a G1 governance grading.

You will join a team with a strong track record of delivery. Over 99% of our homes have a physical stock condition survey and we have delivered over £200m of planned investment to existing homes over the past five years with an ambitious five-year, £250m investment plan approved.

We are passionate about delivering a great service for our customers, as well as a brilliant experience for colleagues and

the property investment and maintenance teams are key to this. We are continually working to improve customer satisfaction and repair timescales for customers, and we are an accredited 'Great Place to Work'. We have a vital role to play in continuing to deliver great colleague experience as we modernise our workplaces.

We have a strong track record of working with key delivery partners and you will play a critical role in making sure Gentoo governs investment contracts well, spends our money wisely and delivers excellent services to customers through our preferred partners. You will lead our new Gentogether partnership where Gentoo will work with key delivery partners over the longer term to improve the condition of customers' homes.

You will work across the business as a member of Gentoo's senior property team and will have a close working relationship with property maintenance. To be successful in this role, you will be strategic and future focused but will know the operational detail of your service area. You will need to be a clear communicator with the Senior Management and Executive Team as we navigate key strategic decisions around our homes.

If you believe you can make a difference to customers and colleagues in this role, we would love to hear from you.

Marc Edwards

Executive Director of Property

About us

We're a housing association with a social purpose that provides more than 60,000 people in Sunderland with a place they can call home.

We're a values driven organisation, with a clear vision and a commitment to investing in people, place and property.

We believe everyone has the right to live in a good quality home they can afford. We invest millions of pounds every year in keeping our existing homes safe, secure and compliant.

Working for us

At Gentoo we employ more than 1,000 people in more than 200 different job roles. Each one is rewarding and challenging. We are proud to make a difference in our communities and to our customers' lives.

We are one of the largest employers in Sunderland, and a leading provider of social housing in the North East.

The health and wellbeing of our colleagues is our priority. We acknowledge a healthy and happy workforce contributes to a positive working culture.



Our performance



£12.1 million surplus



1,000+ employees



£177 million turnover



Net assets £630 million

Our investment



We delivered £42 million worth of investment in 2022/23

28,500

properties owned and managed



Zero carbon

We're playing our part in helping to meet zero carbon targets by investing in innovative low carbon technologies and energy efficient homes.



EPC

We're committed to ensuring all our properties (apart from those exempt) have an EPC rating of C by 2030.

Maintaining and improving our homes



163,229

Servicing, maintenance and repair visits



20,830

Homes improved to EPC C



3732

Damp and mould remedial works



825

Roof and replacements



531

New kitchen or bathrooms



1565

Heating systems of upgraded

Reward and recognition

Our primary purpose is to support and strengthen our local communities by providing great homes to our customers.

It is important for us to be able to reward our colleagues who make this happen. We are part of the Living Wage Foundation to ensure all our colleagues are paid fairly for the work they do. We know our success is down to our people.

So, we like to reward our staff with great benefits. These include a competitive salary and pension scheme, flexible working, and generous annual leave entitlement. **Some of our great benefits include:**



31 days annual leave (plus bank holidays) with an option to purchase up to 5 additional days per year.



Early finish on a Friday



Flexible and hybrid working.



Free Health Cash Plan, with cashback for dental, optical, physio, wellbeing therapies and more, with some free child cover.



Access to private healthcare through the Health Cash Plan.



Competitive Aviva pension scheme - Gentoo will contribute up to 10% based on your personal contribution.



Salary sacrifice electric vehicle scheme



Enhanced family-friendly leave



Life assurance cover to the value of 3 times your annual salary.

Our Values



**We care
about people**



**We take
accountability**



**We shape
the future**

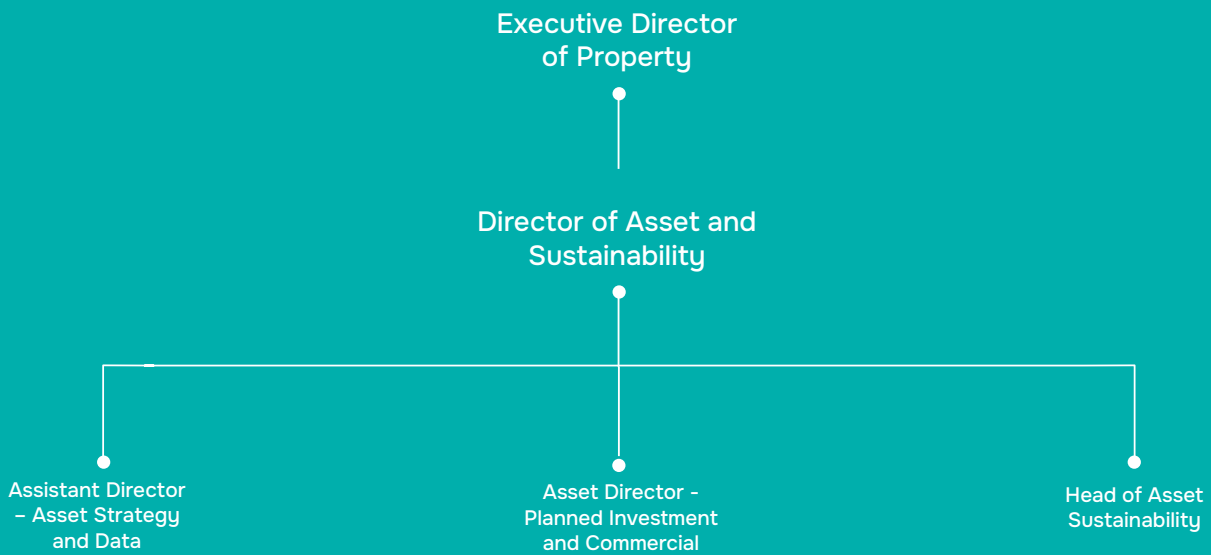
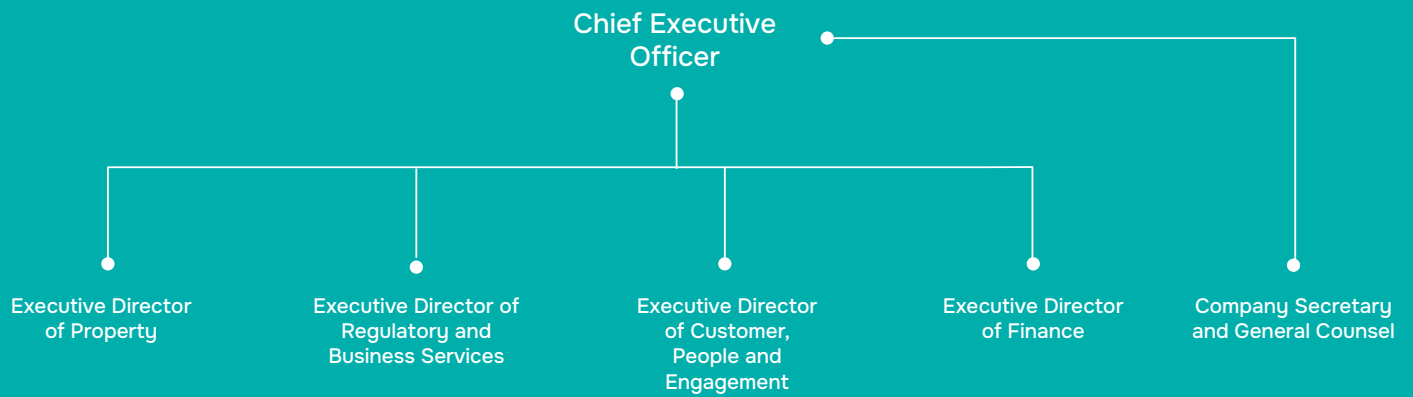


**We bring
leadership**



We deliver

Executive Team Structure



Job Description

Job Title Assistant Director – Planned Investment & Commercial

Department Asset

Reports To (Job Title) Director of Asset and Sustainability

Responsible For (Job Title)

Contracts Manager

Commercial Manager

Job Purpose

Overall accountability for the strategic management of Gentoo’s annual planned investment programme to customers’ homes ensuring high levels of customer engagement and satisfaction. This role will hold the strategic management for the delivery of the Groups “gentogether” approach with partnering contractors, seeking to innovate, deliver best practice and value for money through investment in customers’ homes. This role also holds accountability for the procurement of principal contractors and the overall strategic financial management of the Group’s investment plan and commercial/financial management of external suppliers across the Property directorate.

Key Responsibilities (minimum of 5/6 and maximum of 15)

- Accountable for ensuring all planned investment in customers’ homes is planned and procured effectively, seeking best practice, innovation, and value for money to Gentoo and its customers.
- Overall accountability to ensure that works are carried out safely and in accordance with all relevant legislation, including ensuring all relevant planning and building standards permissions are obtained.
- Accountable for ensuring suitable written policies, procedures and processes are developed and kept up to date, and that they demonstrate how the Group meets the requirements of relevant legislation, regulatory standards, and other requirements in relation to the delivery of the Group’s planned investment plan.
- Accountable for the effective management and governance of the approved investment plan budget, and external spend within Property Maintenance ensuring that the Groups spend in existing homes demonstrates value for money and that the group spends its money wisely.
- Accountable for the effective management of the Property Commercial team ensuring risk is mitigated or reduced where possible, ensuring the commercial team ensure Gentoo spend our money wisely and contractors are paid in line with the works delivered and as per the agreed procurement rates.
- Accountable for the strategic management and administration of Gentoo’s planned investment contracts (including gentogether) to ensure that they deliver maximum value for money, risks to Gentoo are minimised, and a collaborative approach to delivery is established with Gentoo’s Contractors.
- Responsible for reporting to the Executive Team and Group Board regarding the performance of all the planned investment contracts including the appropriate completions, performance indicators, certification, and payment from all schemes.

- Responsible for leading strategic meetings (including gentogether) ensuring effective governance is in place around cost variation, annual uplifts and performance with principal contractors ensuring issues are actioned timely and the Group complies with the Supplier Relationship Framework requirements.
- The Accountable person in the delivery of Gentoo's investment and planned works programmes. Acting as the senior point of contact for liaising effectively with internal and external stakeholders including customers, councillors, and Executive Team.
- Accountable for ensuring the customer journey for planned investment ensures customers are delivered the best possible services, are engaged, and communicated with effectively and that service improvements are made promptly following customer feedback.
- Accountable for ensuring that Gentoo have best in class, well maintained facilities and working environments for colleagues to be their best at work.
- Accountable for ensuring Gentoo have suitable procedures in place to ensure external spend within the Property Maintenance function with material suppliers and sub-contractors is appropriately managed with responsible budget holders.
- Provide detailed reports, presentations and performance information to the executive team, board, and committees.
- Develop a performance culture, collaborating with leaders across the business to facilitate change whilst acting as a role model with regards to all of Gentoo's values and behaviours.
- Ensure Asset Management works collaboratively with Gentoo's Property Maintenance and Housing team to deliver a joined up whole life approach to maintaining and improving the condition of the Group's housing stock.

**The list is typical of the level of duties the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.*

We are All Accountable For:

- Being an ambassador for Gentoo. Promoting equality, diversity, and inclusion; leading by example in your actions and demonstrating our values and values in action.
- The health and safety of our ourselves and others; this includes adhering to policy, taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care, and taking steps to address and report problems related to Health and Safety.
- Taking a proactive approach to learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of the learning opportunities and resources available to you.
- Keeping things compliant. You will have role-specific and organisational goals. It is important we take these seriously and keep people and information secure and safe.
- Complying with our Information Security policy and report any security breaches to your manager.
- Embracing sustainability and minimising our impact on the environment.

Person Specification

This Person Specification details the essential skills, attributes, qualifications, and experience that are necessary to carry out the role successfully. There may also be additional things which would be desirable however these are not essential

Essential to the role:

Full UK Driving Licence and DBS Required

Skills

- Leadership – the ability to build and develop high performing teams, with a collaborative style which inspires others to deliver a great services to customers.
- Engagement - Open and inclusive approach to customer and colleague feedback on how to improve services to customers.
- Commercial - Demonstrable experience of financial and budget management and value for money.
- Customer - A customer focused and commercial mindset ensuring Gentoo delivers great services to customers and spends our money wisely.
- Contract Management – Significant senior experience of managing external principal contractors delivering planned investment including suitable contract selection.

Experience

- Leadership – Extensive relevant experience in a similar asset or property role, managing contractors, suppliers, and key stakeholders.
- Contract management – Experienced In leading planned investment projects with key suppliers.
- Financial management – Experienced in large budgets, negotiation, operating commercially, and committed to ensuring value for money.
- Reporting – The ability to manage, challenge and act on contractor underperformance, and providing assurance to Executive and Board.
- Communication – A brilliant communicator with colleagues, stakeholders, Board, Executive and contractors.

Education/Training/ Qualifications/Knowledge

- Qualifications - A recognised property related qualification or relevant experience in a similar role.
- Health and safety – Significant experience in health and safety, CDM, building safety, fire safety and property compliance.
- Knowledge – Significant knowledge of the social housing sector, property related challenges and social housing regulation.



- Analytical – The ability to review complex information and make this relatable to non-technical colleagues.
- Knowledge – Demonstrable knowledge of building construction, building standards, compliance obligations, planning regulations, regulatory standards, and leasehold legislation.
- Programming – Extensive experience of understanding construction programmes and timescales.

Attributes/Behaviours

- Communication – The ability to communicate effectively in a range of settings and to write clear, concise reports, which have clear conclusions and recommendations.
- Customer Focus – Experienced in working with a diverse range of customers, with continuous engagement and delivering best in class services.
- Leadership – A supportive and visible leader who provides clear direction, develops professionalism and high performance in others.
- Challenge – Possesses the interpersonal skills to challenge constructively, build rapport and influence senior leaders.

Desirable:

We would also love you to have the following, but these are not essential:

Skills

- An experienced leader with a surveying/quantity surveying or commercial management background.
- An understanding of other property related functions including property services

Education/Training/ Qualifications/Knowledge

- Professional qualification in a property/building related specialism MCIQB, MCABE MRICS, MICE etc.

Experience

- Experience of successfully delivering a similar role within another organisation.

gentoo

**CASTLE
PEAK GROUP**

How to apply

At Gentoo, we like to be inclusive, looking at things from different perspectives to drive innovation. Castle Peak Group is acting as our retained consultancy for Gentoo on this appointment. Candidates should apply by sending a cv and cover letter using the contact form ([link](#))

or by emailing our retained consultancy
Castle Peak Group:

james.carss@castlepeak-group.com

The closing date for the application
is **Friday 14th February 2025**

