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| **Job Profile** | | | | | |
| Role: | Head of Housing & Assurance | Date profile last reviewed: | | 9 October 2019 | |
| Name: |  | Reports to: | | Director Welfare & Policy | |
| **1. MAIN SUMMARY OF ROLE:**  To lead and manage all aspects of the Fund’s charitable assistance concerned with housing (including the management of the 200+ Housing Trust properties and the administration of 600+ loans - both separate legal identities); and to lead and manage the Welfare Directorate’s assurance programme and other cross cutting initiatives. In addition, to lead on all welfare aspects of Safeguarding, Data Protection and support to Fund Ambassadors. | | | | | |
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| **2. KEY RESPONSIBILITIES:**   * Responsibility for the leadership and output of the Housing and Assurance functions including leadership and management of the staff. * Supporting the Fund in its Centenary Campaign generally, and specifically in relation to Stakeholder Engagement. * Managing all applications for financial assistance. Delegated authority for grants and loans of up to £10k and making recommendations for awards above this, and prepares casework for consideration at Grants Committees, with specific responsibility for serving cases. * Oversees applications for house purchase by:   + The Housing Trust scheme.   + The provision of mortgages. * Selects and purchases Housing Trust properties within limits established by the Main Grants Committee. * Manages the sale of vacant HT and other properties in accordance with the Charity Commission’s requirements. * Manages and administers the purchase, sale, maintenance, rental income and day-to-day upkeep of Housing Trust and potentially other Fund properties, and welfare of the occupiers in line with Fund policies and protocols for provision of assistance. Authorises repairs up to £10k for Housing Trust properties. * Audits casework output from the Housing Team for QA * Prepares the annual budget for Housing & Assurance department, including loan and rental income and expenditure, and manages in year performance. * Prepares reports for the Welfare Committee, Board of Trustees and other Fund bodies, as required. * Communicates with the Fund’s appointed solicitors on policy matters related to the purchase and sale of properties and securing and redemption of loans, executing Deeds of Postponement and loan transfers. * Manages the administration of Forge House. * Is a director of the RAF Benevolent Fund Trustees Ltd and the RAF Benevolent Fund Housing Trust Ltd with specific responsibility for checking and signing legal documentation related to loans and house purchases and sales and preparing reports for board meetings. * Member of the Cobseo Housing Cluster and other Sector groupings and develop strong links with other groupings and charities. * Visits as necessary Fund properties and beneficiaries RAF bases and other welfare organisations with whom the Fund has either a working or supportive relationship. * Giving briefs and making presentations on the Fund’s work, as necessary * Manages the recruitment and selection of staff into the Housing & Assurance Team, their performance management and the application of other related HR policies. * Is Welfare’s lead for the oversight of assurance activities including internal and external mandates * Provides welfare support to all Fund Ambassadors. * Primary link to the RAF PRU for WIS welfare needs. * Welfare Lead for Safeguarding, DPA and benchmarking * Is a member of the Welfare Leadership Team. * Is willing and able to be a strong advocate for the Fund’s wider work. * Deputises for Director Welfare & Policy in his absence, if required to do. * Carry out any other duties within the scope of the job as requested by Director Welfare and Policy.   **3. DEVELOPMENTAL OBJECTIVES:**   * Progressive acquisition of appropriate specialist knowledge through contact with other housing and welfare organisations, legal and medical advisors. * Development of practices that assist the Fund’s objective of paperless working | | | | |  |
| **COMPETENCIES REQUIRED FOR THE ROLE** | | | | | |
| **Applying Expertise and Technology:** Applies specialist and detailed technical expertise, shares knowledge with others, demonstrates an understanding of different organisational departments and functions  **Leading and Deciding:** Takes control and exercises leadership, initiates action, gives direction and takes responsibility  **Analysing:** Focuses on customer needs and satisfaction, sets high standards for quality and quantity, consistently achieves project goals, maintains a positive outlook at work  **Adaptability and Responding to Change:** Adapts to changing circumstances, accepts new ideas and change initiatives, adapts personal style to suit different people and situations  **Enterprising and Performing:** Focuses on results, shows an understanding of business, commerce and finance.  **Working with People**: Working with people, adapts to the team and builds team spirit, supports and cares for others, recognises and rewards the contribution of others | | | **Interacting and presenting:** Promotes ideas on behalf of self or others, makes a strong impression on others by persuading, convincing and negotiating, communicates and networks effectively  **Writing and Reporting:** Writes clearly, succinctly and correctly, writes in a well-structured and convincing manner  **Planning and organising:** Sets clearly defined objectives, identifies and organises resources needed to accomplish tasks, monitors performance against deadlines and milestones. Plans activities and projects well, manages time effectively  **Relating and Networking**: Builds wide and effective networks of contacts inside and outside the Fund  **Leading and Supervising:** Provides others with a clear direction, sets appropriate standards of behaviour, motivates and empowers others  **Coping with Pressures and Setbacks:** Manages pressure effectively and copes well with setbacks, demonstrates an interest in and understanding of others | | |
| **QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE** | | | | | |
| **4. Academic/Professional Qualification(s) or equivalent**: | | | | | |
| Essential | | | Desirable | | |
| * Proven Educational Standard * Is qualified to be a director of a legal entity. | | | * Educated to degree level. | | |
| **5. Knowledge/ Experience:** | | | | | |
| Essential | | | Desirable | | |
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| * Experienced leader/head of department * Proven ability in welfare casework. * Sound administrative background. * Proven ability to manage budgets. * Understanding of legal aspects of house purchase and sale. | | | * Working knowledge of the RAF. * Experience of property management. * Understanding and application of an assurance/compliance framework * Experience of benchmarking * Knowledge and awareness of State Benefits System. | | |
| **6. Skills/Abilities:** | | | | | |
| Essential | | | Desirable | | |
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| * Team-building skills. * Ability to prioritise workload. * Excellent oral and written communication skills. * IT literate; Microsoft Office Word, Excel, Outlook and PowerPoint. * A flexible approach to work, colleagues and change initiatives. * Demonstrable presentation skills. * Sound emotional intelligence acumen. * A can-do attitude | | | * A proven analyst. | | |
| **Other Requirements:**   * Must successfully be registered under the Vetting and Barring with a clear check * Travel to other Fund and UK locations (as appropriate). * To carry out any other duties that is within the scope of the job as requested by Director Welfare & Policy. | | | | | |
| **Signature**  I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.  Postholder's Signature: NAME:  Line Manager's Signature: NAME:  Date: | | | | | |

**General Information:**

**Probation:** The probation period for this post is six months

**Notice Period:** The notice period for this post is three months.

**Smoking:** The RAF Benevolent Fund has a no-smoking policy.

**Equal Opportunities:** You are required to comply with the Fund's Equal Opportunities Policy and ensure that employees receive equal treatment at all times.

**Health and Safety**

You must discharge your responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for your own health and safety and that of others. You must also ensure that agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

**Confidentiality**

You are subject to the Data Protection Act 1998 and must not disclose confidential information, particularly that relating to employees, beneficiaries and their records. You are also responsible for the accuracy and integrity of any information which you enter. You must not use personal data held by the Fund for any unauthorised purpose nor disclose such data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Fund, unless expressly authorised to do so by Head of Secretariat who is the Data Protection Officer.

**Risk Management**

The Trustees of the Fund have adopted a policy of risk management which accords with Charity Commission requirements. Risk management is the responsibility of each member of staff. Suggestions that might assist the Fund in meeting its objectives in a pragmatic and cost-effective way should be directed to your line manager or the Fund’s Risk Review Co-ordinator.

**Conflict of Interests**

You may not, without the consent of the Fund, engage in any outside employment. In accordance with the Staff Handbook, you must declare to your line manager any private interest or voluntary/public duties which could potentially result in personal gain as a consequence of your employment with the Fund. Interests that might appear to be in conflict should also be declared.

**Place of Work**

The usual place of work will be the Fund’s main office. You may be required to work on the Fund’s alternative sites from time to time.

**Review**

This job profile is intended as a basic guide to the scope and responsibilities of your post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with you.