

JOB DESCRIPTION	
Position:	Director of Business Support & Transformation
Department:	Chief Executive Department
Reports to:	Chief Executive
Band:	B
Date:	February 2022



Purpose of Job

You will be a key member of Hanover's Executive Leadership Team, contributing to the achievement of Hanover's corporate objectives by providing vision and strategic leadership.

You will have overall accountability for the development and operation of the Business Support and Transformation Directorate which includes Human Resources; Organisational Development; Communications, Business Transformation, Strategic Planning, Governance, and elements of Facilities Management.

Main Duties and Responsibilities

Strategic Leadership

- Provide leadership and strategic direction in developing corporate and departmental strategies for Hanover and the Business Support and Transformation Directorate.
- As a key member of the leadership team, work collaboratively with the Board and the rest of the Executive Leadership Team to shape Hanover's strategic vision, corporate strategy and objectives and be able to follow this through using a robust performance management framework.
- Maintain an up-to-date knowledge of regulatory and statutory requirements required by the Directorate and lead the development of any systems to ensure these are met.

Human Resources & Organisational Development

- Lead the development and delivery of the Human Resource function to ensure it meets the needs of the organisation.
- Lead the development and implementation of the People Strategy that supports the organisation to deliver its current and future Strategy and objectives and reflects our values.
- Accountable for the design and delivery of the HR/OD service model, meeting and taking account of changing business needs and service delivery to ensure it is modern, maximises the benefits of technology to support the workforce.

- Ensure there is an effective employee performance management system in place that reflects our strategy and values and helps our people to delivery greats results.
- Create and embed an effective learning and development assessment process and delivery programme across the organisation to ensure we meet regulatory requirements, give people the rights skills and nurture our talent.

Governance & Assurance

- Lead on the operation of an effective governance framework across the organisation that meets regulatory requirements but also support a continuous improvement culture.
- Lead the effective operational system to deliver good governance in all that we do including support the running of our Board and Committees and support our Board members to be effective in all that they do.
- Support the Company Secretary to undertake the relevant duties within this remit to ensure we comfortably comply with all legal, financial and regulatory requirements.
- Lead the development of the Assurance Framework in conjunction with support from the Executive Team to ensure it continues to develop and be effective.
- Lead responsibility for improving and developing the way information is held, accessed and shared within Hanover to meet the requirements of FOI and GDPR as well ensuring there is an effective complaints management system.

Strategic Planning & Performance Management

- Develop and lead on the framework for designing, developing and evaluating strategic plans to ensure they set out the vision with clear objectives for the organisation.
- Develop and lead on the Performance Management System to effectively report on both strategic objectives and operational performance across the organisation. This includes ensuring the organisation have robust frameworks for housing and care and support.
- Ensure there is an effective project management and policy development system in place across the organisation with appropriate approvals and reporting mechanisms in place that support agile working.

Business Improvement & Transformation

- Develop and foster a culture of continuous improvement across the organisation to ensure successful delivery of change in line with our values
- Develop and ensure a continuous service improvement planning framework is embedded across the organisation that delivers on our key objectives.

- Support the Executive Team to develop strategies and plans to delivery our corporate vision and the evaluation mechanisms required to assess success.
- Lead the development of learning and development programmes to ensure the culture, leadership and management of change is successful across the organisation.

Health, Safety & Wellbeing

- Support the Director of Asset Management to develop and deliver the Wellbeing function within the organisation, to develop and enhance our approach.
- Ensure the development the plan and be responsible for the effective delivery of the Wellbeing objectives of the organisation and that the Head of HR/OD plays a lead role in this.
- Support the Director of Asset Management to ensure that an effective Health & Safety Management System is in place and embedded in the organisation in terms of employees to meet the requirements of the regulatory and assurance framework.

Communications & Marketing

- Be responsible for the delivery and development of the communications and marketing function ensuring that it is innovative, modern, inclusive and maximises the use of technology.
- Ensure a clear high-level plan is prepared, delivered, and reviewed to ensure the service supports the delivery of the organisation's strategic objectives.
- Provide support and guidance to the organisation to ensure ensuring regular, ongoing opportunities for customers to provide feedback are aligned with the overarching approach set out in the communication plan and the customer engagement plan.

Facilities Management & Business Continuity

- Working collaboratively with the Director of Asset Management, develop a long term management and maintenance plan for our office estate to ensure that these fully support the teams and reflect business needs from a people perspective.
- Support the development of a management and maintenance plan for long term investment in our suite of office facilities to ensure that they meet legal requirements and that an appropriate level of investment is identified and planned for.
- Develop work programmes to modern the business, much effective use digital opportunities to streamline process to provide good value for money and ensure effective employee resource management.
- Ensure there is an effective business continuity framework to ensure the organisation can manage and recover and learn from any incidents

Team Management

- Direct and manage a team of managers and ensure work is carried out in an effective and consistent manner that meets the targets and is consistent with Hanover's values and competencies.
- Ensure your managers work effectively with other departmental managers and adopt a Business Partnering approach
- Take responsibility for the recruitment and development of managers in the Organisational Services Department and manage their performance.
- To be accountable for the management and motivation of all staff along with a performance culture within the department that is underpinned by a strong, personal performance motive and belief in continuous improvement.
- Create and maintain a suite of performance indicators to allow strategic objectives to be measured and monitored. Ensure performance reports contain the right balance of information, meet high standards and go to the right people.

Supporting Business Continuity

- Participate in the Hanover Out of Hours Rota if required.
- Deputise for the Chief Executive when required.
- Undertake other tasks necessary to fulfil the requirements of the role.
- Undertake other duties as may be required by the Chief Executive.

Person Specification

Job Title: Director of Business Support & Transformation

Skills	
Excellent leadership skills	Essential
Strong IT skills – ability to quickly master software packages and extract, interpret and apply data	Essential
Ability to clearly present to various internal and external audiences.	Essential
Excellent organisation skills	Essential
Excellent project and programme management skills	Essential
Exceptional communication skills at all levels	Essential
Positive relationship management skills	Essential
Excellent project management skills	Essential
Abilities and Behaviours	
Be an insightful and influential leader	Essential
Able to act as a role model, encouraging all employees to deliver a high-quality service, to give of their best and demonstrate the Association's values.	Essential
Ability to think and work strategically and deliver operational excellence	Essential
Ability to position the team as a driver for cross-business excellence	Essential
Charismatic and approachable by all levels of employees	Essential
Have high integrity and openness combined with a commitment to good governance	Essential
Be energetic, highly motivated with an enquiring mind and a passion for excellence	Essential
Ability to influence stakeholders	Essential
Ability to lead a diverse team to achieve strategic and operational objectives	Essential
Ability to handle high levels of pressure and make critical decisions	Essential
Exude gravitas and enjoy the confidence of the leadership team and the Board	Essential
Knowledge	
Strategic and operational understanding of the strategic people management requirements of a complex organisation	Essential
Highly developed understanding of the regulatory environment & human resource management	Essential
Well-developed understanding of corporate services delivery and Management and the value of a business partnering approach	Essential
Strong understanding of the issues facing the housing and care sectors	Desirable
Experience	
At least 5 years' experience at senior management level in a relevant sector	Essential
Relevant experience of performance improvement methodologies and proven track record in change management and people management	Essential
Proven strategic leader with relative experience of leading and developing organisations	Essential
Education/Qualifications	
Degree or equivalent experience	Essential
Full membership of a relevant professional body	Essential
Other	

Driving License	Desirable
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