

Support Services Director, Grosvenor Hart Homes

Reporting to

CEO, Grosvenor Hart Homes

Department

Grosvenor Hart Homes

Management responsibility

Head of Family Assistant, Mental Health and Well Being Services
Head of Enterprise, Partnerships & Community Development

Primary location

Chester and surrounding areas and London

Other locations

Other Hart locations in due course

Grosvenor Hart Homes

Grosvenor Hart Homes is a new affordable housing business which sits within Grosvenor. The vision for Grosvenor Hart Homes is to deliver lasting and scalable social benefit by enabling vulnerable children and young people and their families to access secure homes and related services within supportive communities, and by doing so allowing them to thrive and achieve their potential.

Main purpose of role

Reporting to the CEO of Grosvenor Hart Homes, the purpose of this role is to lead on the delivery, evaluation and further refinement of all support services, taking in lessons learnt and evaluation findings to create best in class services that deliver the desired outcomes. And further, working with the CEO, to develop a sustainable support services business model in order to grow the support services business.

Responsibilities

Strategic

- Seeking out and imparting best practice in the field of children and young people, trauma informed practice, improvement in life chances (nationally and international) across the organisation

- Creating a viable support services business model which delivers outcomes for customers and is financially sustainable as a commissioned product for local authorities, housing associations and others.
- Making optimal use emerging technology to ensure GHH is best in class with regards to its support services offer to the ultimate benefit of our customers
- Maximise the creation useable of intellectual property to support business growth and long term value creation
- Creating, evolving and monitoring the support services business development strategy
- Strategic safeguarding lead
- Defining and ensuring quality standards are met for all aspects of the support services business
- Work with local authorities, housing associations and registered providers to develop and implement partnerships in support of GHH's growth plans .
- Developing and leading on relationships with the CYP sector.

Leadership and Managerial

- Undertake all people management responsibilities for the support services team and any other future direct reports
- Matrix management – Head of PMO in respect of evaluation workstream and lessons learnt on support services
- Run the quarterly Full Team Meetings for GHH
- Act as key point of call for liaison with local authority children's services and economic development teams.

Operational

- Delivery and Quality of Support Services: Ensuring each of the 6 services are delivered to a high standard
 - Delivery of Evaluation workstream: support the Head of PMO to ensure the evaluation workstream delivers on time and in budget and that the evaluation expert panel runs efficiently
 - Customer experience: Along with the director of housing, integrating housing and support services to create a harmonised provision for tenants.
 - Efficient and contemporary support services: Creating operational procedures and designing new tools to deliver a successful and positive customer whilst maximising opportunities for IP creation
 - Relationships: Cultivating and managing relationships with stakeholders for support service provision, resolving issues or gaps whilst constantly reviewing processes for improvement. Holding delivery partners to account. Engaging with a wider audience of stakeholders to ensure we deliver our strategic goals whilst establishing the Grosvenor Hart Homes reputation and brand locally.
- Tenancy management: Ensuring appropriate housing management processes are instigated and followed, including sign up and tenant checks, tenancy sustainment, rent payment and tenancy exits. Building positive relationships with tenants, actioning

tenancy related issues including building and property maintenance whilst also supporting client resolutions with key integrated service providers

- **Financial:** refining and finalising a business model for each support service. Ensuring delivery of the planned financial performance for support services income / costs, establishing monitoring systems which enable early warning of any deviation to plan.
- **Best practice:** Research and identify trends or opportunities in developments in children's social care, mental health, education and employment. Ensure GHH is kept up to date with emerging policy, legislation and funding to maximise Hart Homes potential and efficiency.

Governance and Reporting

- Evolving the safeguarding policy in line with best practice. Ensuring safeguarding policy is implemented and that all forms of safeguarding risk are appropriately managed. *Note safeguarding reporting remains with DCEO as with other regulatory and compliance reporting.*
- Working with the PMO to monitor and report on all aspects of support services delivery to the Executive Leadership Team, Board and shareholder, providing timely, high quality information to enable well-informed decisions
- Oversee running of and secretariat to the Expert Evaluation Panel

General Management Duties

- To ensure the safety of all customers within Grosvenor Hart Homes.
- To comply with company policy and best practise in security, legal and regulatory compliance
- To carry out duties, within the relevant legislation at all times and be familiar with the terms of all current legislation relevant to the role
- To ensure Information Governance responsibilities are fulfilled
- To ensure Health and Safety responsibilities are fulfilled
- To complete any other duties as required from time to time.

Person Specification

Essential skills, attributes and values

Experience

- Director level experience within the children's services sector
- Proven track record of successfully operating support services to young people / families/ children
- Senior level experience of working with or for local authorities to commission services for children and young people
- Deep working knowledge of delivering trauma informed services / practice

- Strong business and financial acumen, with a background of successful project management and budgetary responsibility
- Highly proficient with Microsoft applications and general IT packages

Skills, Abilities and Knowledge

- Excellent relationship building and people management skills, including experience and effective working with Board of Directors and external committees
- Confident in a start-up environment, able to thrive in a fast pace, changing environment, is flexible and willing to turn their hand to what's needed.
- Professionalism, discretion and confidentiality attributes at all times.
- Excellent written communication skills and critical thinking.
- Entrepreneurial and strategic - able to spot opportunities, produce business plans, develop grant/funding applications etc
- Financially literate - able to produce financial reports, interpret financial information
- A full driving licence

Qualifications

- Degree level qualification
- CYP specific ??

All employees must uphold the shared values of Grosvenor:

- **Integrity**, be honest, fair and open
- **Trust**, be loyal, reliable and deliver on commitments
- **Respect**, be inclusive, straightforward, collaborative, caring and thoughtful

Key performance indicators

- Customer satisfaction
- Quality of support services
- Sustainability of support services
- Changes in outcomes as per our Theory of Change
- Well informed board with accurate management information
- Financial performance and growth of support services business
- Safeguarding risk management