

Permanent and interim opportunities

Bulletin No. 70

16 April 2008

eastTHAMES

Do you want to get involved?

Join East Thames as a Board Member and help make a difference.

East Thames is an innovative and thriving provider of affordable homes and community development and regeneration services in east London and Essex.

We provide a variety of housing solutions across a range of tenures including general needs, care and

supported housing and housing for sale. We are a powerful force for regeneration in the area.

We have a significant development programme and based in Stratford will be capitalising on the forthcoming 2012 Olympics. We are excited about our future and are looking to recruit new Board Members to work with us and help shape our future.

Board Members - STRATFORD, LONDON E15 up to £8k per annum

We are looking for individuals who share our values and can make a contribution at a strategic level with skills or experience in human resources; development; resident needs and concerns; community development; legal, and fundraising. We need to recruit the following: -

- Group Vice-Chair - £8k pa paid quarterly in arrears
- Chair of our East Potential subsidiary - £8k pa paid quarterly in arrears
- 2 Independent Group board members - £4k pa paid quarterly in arrears
- East Foundation board members for which there is no remuneration

For an informal discussion please contact our consultant Clare Roberts of Campbell Tickell on 07801 57 9964 or clare@campbelltickell.com. You can download the job pack from www.campbelltickell.com or telephone 020 8830 6777 or email recruitment@campbelltickell.com.

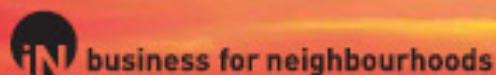
Closing date for receipt of applications is 12 noon 23 April 2008.

Assessment date: 16 May 2008

Interviews with Board: 20 / 21 May 2008

We welcome applications from people with disabilities.
We are an equal opportunities employer.

www.east-thames.co.uk



Urgent!

Interim role

London

Customer Services Manager

PAYE £45-50k pa or day rate (negotiable)

c.6 months Full-time preferred

Substantial housing group seeks an experienced customer services professional to take charge of its frontline customer services, ensuring that visitors to the offices and those that call the offices receive high standards of service. You will be responsible for the Customer Services Centre, reception services and complaints management.

You will have:

- *First class commitment to proactive customer services*
- *Several years' experience running a customer contact centre*
- *Strong experience of staff management*
- *Knowledge of ICT technology in a contact centre environment*
- *Knowledge of budget setting, monitoring and control*

*For details, please contact Sumaia Migou on 020 8830 6777,
sumaia@campbelltickell.com.*

Seeking interim or permanent work?

**Send us your CV and tell us what you're looking for: info@campbelltickell.com.
Or call Clare on 0780 157 9964, or Greg or James on 020 8830 6777 for a
confidential chat.**

To find out more about us, visit our website: www.campbelltickell.com.

Urgent!

Interim role

Central London

Investment & Planning Manager

3-4 months

Day rate to c.£300

Full time preferred

Major multi-regional housing group requires an interim finance professional to drive, lead and manage business planning and forecasting across the organisation. You will provide financial and commercial leadership on all new major business proposals, ensuring that the financial rewards and risks are assessed and managed.

You will be responsible for:

- Working with the FD to develop a cohesive financial strategy
- Leading and managing Group wide financial business planning
- Developing and commissioning medium/long term financial models
- Leading the budget setting process across the Group
- Assess all major new business proposals against business plans
- Critically appraising the financial viability of proposals
- Lead financial due diligence on any proposed mergers and acquisitions
- Develop the Investment & Planning department

You will have:

- *Extensive experience of financial and/or commercial management*
- *Good knowledge of the property/construction and regeneration sectors*
- *Experience of developing, commissioning and appraising financial models*
- *Experience of giving robust and professional advice*
- *Excellent business and numerical analytical skills*
- *Understanding of financing arrangements in the public sector*
- *Excellent verbal and written communication skills*
- *Able to work strategically, but also pay attention to detail*
- *Qualified Accountant*

For details, please contact Sumaia Migou on 020 8830 6777, e-mail sumaia@campbelltickell.com.

Interim roles

London

Head of Resident Involvement

Head of Customer Access

6-12 months

3-5 days per week

Day rate (negotiable)

Recently established ALMO seeks two dynamic and innovative senior interim managers to assist the organisation's development and its preparation for inspection at the end of 2008. Both posts will report to the Chief Executive.

Head of Resident Involvement

The role will be responsible for putting the organisation's new Resident Involvement Strategy into action, and leading a change management process. You will manage the Tenant Involvement Unit, and work closely with the Resident Engagement Group overseeing the property improvements.

You will have strong experience in resident involvement, managing staff, delivering change, and working with tenants organisations.

Head of Customer Access

This role will focus on the links between what tenants want and expect and what is delivered in practice. This is a key enabling and facilitating position, working with the Council, staff and managers across the ALMO, and residents.

You will be skilled in developing and overseeing service improvement, and in developing collaborative partnerships. You will be familiar with current best practice in CRM systems.

For details, please contact Sumaia Migou on 020 8830 6777, sumaia@campbelltickell.com. For an informal discussion, please contact Clare Roberts on 0780 157 9964, clare@campbelltickell.com.

Permanent or interim role

London

Health & Safety Manager

**Permanent – c.£41k (potentially more for
an exceptional candidate)**

**or Interim c.6 months – PAYE or day rate
(negotiable)**

Well respected and innovative London housing association seeks an experienced health and safety professional to work with staff across the association to develop and deliver excellent health & safety services and ensure that health & safety risks are managed through the development, implementation and management of a comprehensive health & safety strategy.

Your key responsibilities will be to:

- Develop an association-wide safety culture and associated management systems
- Develop and maintain H&S strategies
- Develop and monitor H&S and fire safety policies and procedures
- Provide professional H&S advice to managers and others across the association

You will have:

- 5 years' health & safety experience, including at least 3 as a manager
- Experience of H&S regulatory compliance
- Understanding of CDM regulations
- Experience of servicing a Health & Safety Committee
- Chartered membership of IOSH (or equivalent)
- Up-to-date knowledge of H&S regulations and legislation
- Leadership skills
- Strong written and oral communication skills

**For details, please contact Sumaia Migou on 020 8830 6777,
sumaia@campbelltickell.com.**



Board Members

Gateway Housing Association is the new name for Bethnal Green & Victoria Park Housing Association and Labo Housing Association following merger on 31 March. It operates in three East London Boroughs: Tower Hamlets, Hackney and Newham, all of which have very large BME populations.

The Association has two vacancies for non-executive Board members. These positions are unpaid, other than expenses. Applications are invited from people with experience in one or more of the following:

- Accountancy
- IT Systems
- Environmental Sustainability
- Asset Management/Maintenance

The Association is committed to reflecting the make-up of the local communities on its Board, and applications from women and from people from BME communities are especially encouraged.

The Board expects to meet six times a year (evenings) with two awaydays plus the AGM. In addition, there are four functional Committees, which meet four times a year:

- Risk & Audit
- Personnel
- Performance Management

For further information, please contact the Chair, Afsana Shukur at afsanashukur@btinternet.com; or the Chief Executive, Adrian Greenwood at adrian.greenwood@gatewayhousing.org.uk or on 020 8709 4334.

Applications will be by CV and covering letter in the first instance. Deadline for applications: Monday 12 May 2008.