

CAMPBELL
TICKELL



Housing Development & Asset
Manager

Recruitment Pack

March 2024

Your application

Thank you very much for your interest in this post at Cromwood Housing Group. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

You will no doubt do your own due diligence but do read this pack carefully as it will provide you with a good overview of the organisation and role. After you have done that, please feel free to get in touch with me, so that we can talk through your offer and get a sense of how that aligns to what Cromwood Housing is seeking.

To apply, we will need the following from you:

- A CV. Make sure this confirms your current/most recent roles (you can sum up earlier roles, say before the last 15 years), tell us about your achievements so we get a picture of your skills and experience, and try to keep it to two pages or three at most;
- A personal statement. We want to hear about your motivation, why this role/ organisation, and you will also want to evidence how relevant your offer is to the role specification; again ideally in two to three pages; and
- The declaration form, which is accessible via the role page on our website and includes space to indicate if you cannot attend any of the interview dates.

Please submit your completed application documents using the online form, which is accessible via our jobs page: www.campbelltickell.com/jobs. You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call 020 3434 0990.

Do call me if you wish to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards

Kelly Shaw

Senior Associate Consultant
07900 363 803

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Welcome to Cromwood Housing Group

Dear applicant

I am immensely pleased that you have taken the time to review this recruitment pack and considering this great opportunity to be our new permanent Housing Development and Asset Manager.

Since being established, Cromwood has rapidly grown enabling us to support local authorities to meet their variable housing demands and helping to provide a housing solution which assists the overall challenges that face the UK social housing sector.

We continue with our ongoing work to house rough sleepers in Greater Manchester and London, have built a strategic partnership with the Greater London Authority (GLA) and our award of 'Investment Partner' status has enabled us to deliver housing to end rough sleeping in the streets of London.

The registered provider arm of our business was awarded the highest amount of funding to provide long term, move-on, housing for those sleeping rough in London and with over 2,000 units already under our management we are constantly exploring ideas to increase our stock of properties.

We are also about to go on site for a smaller development scheme of social rent units and we also have further schemes in the pipeline which you would be leading on.

We believe we can increase our property ownership through the execution of joint ventures with central government bodies, social banks and fund managers who have an appetite and an agenda, based on social and environmental impact, to increase the provision of social housing in London and Manchester.

However, for us to move forward with all of our ambitions we are seeking a Housing Development and Asset Manager who will contribute at a strategic level to support the board with their ambitions, but also someone who will work collaboratively with the leadership team and take the lead on our housing development work and managing our existing portfolio of circa 500 properties, be comfortable to work closely with our external partners and funders.

If you feel you have the appropriate skills and experience to offer in this role and want to be part of our continued growth and expansion that enables us to be a part of delivering that much needed housing service in the UK, they I look forward to receiving your application.

Kind regards

Moses Hirschler

Moses Hirschler
Chief Executive Officer

About Cromwood Housing Group

Cromwood was set up by two entrepreneurs in 2002 who wanted to be a catalyst to changing the social housing crisis in London.

Since then, we have been providing local authorities with properties to meet their varying housing demands, and provided landlords with a hassle-free solution to renting their property.

We are a mission-led business. This means we seek to make a profit by creating social impact using our business models.

As a registered provider of social housing, we are working with central and local government to house people who are vulnerable due to homelessness.

Our Vision

“Being able to provide a place someone can call Home; where they can Rest, received Support and plan for their Future”.

Deliver sustainable social impact through the creation of innovative housing solutions that are ethically bound and financially sound, ultimately saving the public money.

Our Values

“Serve the needs of the community through housing”.

“Procure high-quality properties that are ready-to-let”.

“Save public money through our service delivery”.

Our Mission

To provide vital housing services to save the lives of people who are homeless, sleeping rough, seeking asylum and fleeing domestic abuse.

Deliver social impact through the creation of innovative housing solutions, backed by investors and partners who care.

Our purpose

Our purpose is to remain one of the leading providers of social housing to the local authorities in London and Greater Manchester. “Provide immediate housing for the most vulnerable, today”.

Our social impact ambitions are:

- Reduce homelessness
- Eradicate rough sleeping
- Support the vulnerable
- Promote wellbeing

We create impact through:

- Housing projects
- Tackling rough sleeping
- Providing support
- Enabling independence

Further organisational details can be viewed [here](#)

Read some of our Impact Stories and Reports [here](#)

The Business Plan can be viewed [here](#)

Partners

Investment:

SUPPORTED BY
MAYOR OF LONDON

THE BIG ISSUE
INVEST

BAE SYSTEMS

Charitybank
a bank for good

Strategic:

SOCIAL FINANCE

Thames Reach

BEEVER AND STRUTHERS
CHARTERED ACCOUNTANTS
AND BUSINESS ADVISORS

Centrus

Devonshires

SOLOMON TAYLOR & SHAW LLP

CAMPBELL TICKELL

Accreditation


Homes & Communities Agency


Certificate No. FS 570739


Certificate No. OHS 570741


Certificate No. EMS 570740











Our Team

Moses Hirschler – Chief Executive Officer

Charged with moving the company forward with his leadership and vision, ensuring the company delivers results in line with its goals and aspirations.

Moses set up Cromwood 20 years ago and has considerable experience of managing properties both in terms of development, management, and maintenance. He is always exploring opportunities to work with local authorities, central government as well as other organisations to bring about affordable or social housing.

Mendy Stern – Chief Operating Officer

Charged with developing and managing, the operational structure of Cromwood since the early years, including procurement, repairs, and maintenance. He has overseen the management of all contractual relationships with stakeholders including landlords and local authorities since Cromwood's inception.

Mendy has brought his wealth of experience to Cromwood and ensured that we are at the forefront when it comes to delivering social housing accommodation.

Moses Lorincz – Chief Financial Officer

Charged with looking after the overall financial operation of the company including financial assessments of current operations and future acquisitions.

Mr Lorincz (as we like to call him), like Moses Hirschler has considerable experience and expertise in property development and management, whilst Moses Hirschler concentrated on developing the company and its operations, Moses Lorincz concentrated on creating the company structure and financial standing so that Cromwood can flourish and prosper.

Kevin Murphy – Strategic Director

Recently joined the Cromwood Group after a successful career spanning nearly 3 decades with a London Borough as Head of Housing and Environmental Health. Kevin has managed delivery of many government contracts, including with the GLA, focused on the acquisition and delivery of social housing for homeless, rough sleepers and temporary accommodation.

Our Board

Nigel Davies - Chair and Non-executive Director

Nigel recently retired from a career in local government spanning more than 40 years. He worked for a number of councils in the capital in a variety of key roles and spent the majority of his career at the London Borough of Bromley where prior to retirement he was executive director of environment and community services.

Nigel brings a wealth of experience around housing provision and good governance as well as a long-held commitment to helping to tackle homelessness.

Samuel Scharf - Non-executive Director

Samuel has built a reputation as a strategic leader and change facilitator over many years working in housing, social investment, local government and the wider public sector.

He is currently director of housing and customer services at C&C Housing Trust where he leads a team of 100+ responsible for housing management and the regeneration and development of specialist homes in London and the South West.

Glenn Arradon - Vice Chair and Non-executive Director

Glenn is an expert in helping organisations to deliver social impact via investment. He is currently investment director at Big Issue Invest where he has overseen millions of pounds worth of investment into social enterprises. He has also taken a leading role in the organisation's London Housing Fund, which is investing £10m in affordable housing.

Tim West - Non-executive Director

Tim is a communications specialist and he advises a wide variety of organisations across business and social sectors. He began his career as a journalist, including stints writing about social housing, before moving into media and PR consultancy. Tim has long had an interest in social enterprise and is founding editor and CEO of Pioneers Post, a magazine targeted at social entrepreneurs, impact investors and mission-driven businesses.

Role profile

Role summary

Main responsibilities will be:

- To ensure that the company implements its development and growth strategy successfully.
- To lead the review and implementation of the asset management strategy, ensuring Cromwood's homes are effectively maintained, safe and secure.
- To help identify new business opportunities which are in line with our corporate aims and objectives.

Key relationships

External

- To take the lead on the development schemes and negotiations with GLA and Homes England
- To take the lead for the management of the existing stock providing compliance information to funders.
- To take the lead in new business opportunities with local authorities, development partners and external consultants supporting such delivery.
- To take the lead on ensuring all statutory property compliance reporting/filing obligations are met.

Internal

- As part of the Executive Management Team ensure the delivery of a culture of service excellence that is supported by the values and principles of social housing.
- To support the Board on all development and property related matters.

Core tasks and responsibilities

- Oversee and co-ordinate the Company's development and asset services, ensuring our development & growth and Asset Management strategies are delivered to meet and exceed our growth targets and performance indicators.
- As a key member of the executive team, contribute to the effective running of the organisation by playing a full and active role in the organisation's strategic, business and risk planning, working closely with the Board, managers and other employees to ensure our business and social objectives are met.
- Build, develop and maintain effective relationships and partnerships with key stakeholders to ensure delivery of Cromwood's corporate objectives and to enhance our reputation and influence.
- Identify and take appropriate action to manage risks affecting the organisation, especially those relating to development, new business and asset management.

Development and Growth

- Develop a coherent, innovative and effective strategy for business development and growth, including the identification and delivery of infill sites and temporary housing in line with our corporate objectives, budget and value for money.
- As senior organisational expert on development and asset, advise the Board and Chief Executive on all aspects of development and asset management including opportunities for rationalisation, disposal, reconfiguration and re-investment in order to maximise the utility of our asset base.

- Lead the delivery of development programmes including maximising grant and other sources of funding, and take responsibility for liaising with our development partners on design standards and quality within the programme.
- Provide effective and efficient systems and controls for development appraisals which ensure compliance with policy, statutory and regulatory requirements.
- Develop and implement effective systems and processes for smooth handover of asset and related information between departments and with our development partners
- Develop and secure commercial, new business and development opportunities, including joint ventures to boost Cromwood's income, targeting both existing and potential clients and ensuring properties are appropriately appraised, costed and are in line with our Corporate objectives, business plan and risk landscape.
- Identify new market opportunities and create successful proposals to help Cromwood win new contracts/partnerships and secure long term partner relationships.
- Oversee the performance of our housing and commercial property portfolio and activity, ensuring the churn of assets to increase value in portfolio. Lead on the remediation of defective stock and the disposal of surplus properties.

Asset Management

- Lead on the implementation of the Asset Management Strategy.
- Design, develop and implement planned investment programmes that aligns with our customer service and value for money strategies and preparing budgets that support our agreed investment and growth strategy.
- Lead on the development, delivery and monitoring of all planned maintenance, cyclical and capital repair programmes.
- Ensure clear contractual frameworks are in place, with our contracting partners, and are operating effectively to deliver first class customer service, value for money and maximises the value of the partnering contract.
- Develop and put in place appropriate and good practice systems and processes to ensure full compliance with health and safety legal and all regulatory requirements in respect of property assets (particularly in relation to gas, water, asbestos, fire, electrical, mechanical and construction site safety) • Champion the effective use of an asset management and compliance system utilising comprehensive stock condition data across all assets and analyse to inform strategy

Standard responsibilities

Adopt and comply with Cromwood values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person specification

Key knowledge and skills

- The ability to understand complex housing development environment.
- Credibility to deliver the development and new business agenda for the whole organisation.
- Strong development track record.
- Demonstrate record of driving efficiency, optimising the profitability of commercial operations and identifying new business opportunities.
- Evidence of commercial success in a property related environment, particularly within the social housing sector
- Evidence of successfully leading on substantial commercial agreements.
- Entrepreneurial skills, breadth of view beyond traditional approaches
- An understanding of the Building Regulations and Fire Safety Regulations in residential buildings.
- Able to manage programmes of remedial works in existing buildings.
- Strong commercial acumen and understanding of building and development contracts.
- Excellent customer care and interpersonal skills. Able to successfully manage and lead a team – including, where necessary, external consultants - within a performance management and improvement culture
- High level knowledge and experience of partnering and a range of procurement mechanisms and procedures, building practice, building law and emerging trends, contract law, documentation and statutory regulations in relation to repair and investment contracts; and landlord and tenant issues arising from leasehold properties.
- Ability to work at a strategic level to achieve business outcomes including effectively managing resources, monitoring and controlling budgets and leading on cross-functional project teams.
- Analytical and numerical skills including report writing for Board and Executive Management.
- Strong interpersonal skills with an ability to influence and persuade Senior and Executive Management.
- Personal effectiveness to build relationships at all level

Education & Experience

Education/Qualifications

- RICS qualification or a relevant alternative.
- Evidence of continuing professional development

Experience

- Experience and understanding of development in the social housing sector and delivering new homes.
- A track record of leading a development and new business function to high quality.
- A proven ability to understand and interpret financial information to inform decisions that minimise risk and lead to the delivery of efficient, value for money services.

- Proven experience in effective procurement and management of frameworks of external contractors and consultants.
- Proven experience in successfully completing complex projects including medium to high rise and multiple use classes.
- Experience of developing and implementing complex strategies to meet business needs and relevant experience at a senior level in a relevant maintenance & reactive/reactive/ responsive repairs capacity with a sound technical knowledge of building maintenance services. Direct experience managing and delivering a best- practice responsive maintenance and planned/cyclical maintenance surveying service.
- Experience of undertaking complex defect diagnoses across building types (including modern methods of construction), building technologies and building services. Co-ordinating strategic actions to ensure and maintain required ratio between reactive and planned maintenance.
- Experience of working with residents and involving them in monitoring and shaping services.
- Contribution to complex budget setting, monitoring and control.
- Experience of implementing quality systems and full understanding and administration of a range of contracts and contract forms.
- Experience of managing and administrating contracts delivering high volumes of multidisciplinary repairs to housing and other building types and managing planned maintenance/ major repairs.
- A proven track record of accepting responsibility and accountability for significant management decisions.
- Demonstrable experience of effectively managing, motivating and inspiring staff, focusing them on successful outcomes.
- Communicates effectively using a flexible range of communication skills. Open and engaging, communicating widely and often.
- IT literate, ability to use a wide range of technologies including MS Office.
- High level skills in strategic and analytical thinking and ability to make good business decisions.
- Commercial awareness and the ability to analyse complex information with clarity and make objective decisions.
- Positive interpersonal and strong influencing skills, proactively uses networking to deliver results.
- A focus on outcomes with an awareness of how to deliver outcomes.
- Can see the big picture whilst maintaining an eye for detail.
- Able to assess risk and promote risk awareness in context of risk appetite. Sees the value of risk taking.

Personal behaviour and style

Essential:

- Encourages and initiates change that drives improvements.
- Someone who is positive and recognises and rewards improvement and success.
- Recognises the value of learning to personal and organisational growth.
- A visible leader, manager and role model.

- Understanding and ability to work as a flexible team member, contributing to a wide range of corporate challenges.
- Creates opportunities for teams to create and achieve success for themselves and the organisation.
- Recognises and values diversity and champions the furtherance of staffing and service delivery without discrimination or prejudice.
- Supports the values, ethos and social housing objectives of Cromwood.
- Self-motivated and takes own personal and professional development seriously.
- Flexible in approach to working hours, including evening meetings where necessary.

Key terms and conditions

The role

Housing Development & Asset Manager

Remuneration

c.£80K

Other benefits

Nest Pension scheme

Working hours

5 days per week / agile working (office based 3 days a week)

Annual Leave

35 days

Place of work/Offices

16E Urban Hive, Theydon Road, London, E5 9BQ

Key dates and the selection process

Closing date: Ongoing

Interviews: Interviews will be conducted on an ongoing basis, and as such we advise you to make your application as soon as you are able, to increase the chance of being considered for interview.



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CROMWOOD
HOUSING GROUP



Housing Development & Asset Manager

c.£80K | London
(part time or job
share considered)

Cromwood Housing Group was established in 2002 as a response to the serious need for social housing in London. We have rapidly expanded to become one of the leading providers of social housing to local authorities in London and Greater Manchester, and due to this growth, now seek to recruit a permanent Housing Development & Asset Manager to work collectively with our leadership team

RICS qualified or equivalent, you will ensure homes are effectively maintained, safe and secure and

that the development & growth and asset management strategies are delivered to meet and exceed growth targets and performance indicators. The role will also be responsible for identifying new business opportunities and be the lead contact liaising with a range of external stakeholders.

We are seeking an exceptional senior leader who will be a key member of the executive team, contribute to the effective running of the organisation by playing a full

and active role in the organisation's strategic, business and risk planning, working closely with the Board, managers and other employees to ensure our business and social objectives are met.

For an informal discussion and further information about this role, please contact **Kelly Shaw** on **07900 363803** or **kelly.shaw@campbelltickell.com** You can download a job pack from **www.campbelltickell.com/jobs/**

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