

Chief Executive - Role Profile

- To serve the Association's Board ensuring an organisational strategy is developed and implemented.
- To provide motivational leadership, inspiring others to achieve the Association's goals.
- To be accountable for the financial well-being of the Association.
- To be accountable to the Association's Board for delivery of the highest standards of service across the Association.
- To ensure that the Association plays a full role in enhancing the quality of life of its tenants through empowerment and investment in the wider community.
- To achieve a strong corporate performance culture by ensuring that tenants are put at the forefront of everything and that both performance and accountability is effectively managed.
- To ensure that effective relationships are managed across all stakeholders including, lenders, regulators, the Local Authority and other partners.
- To act as ambassador for the organisation promoting the best interests of the Association and its tenants at all times.
- To ensure that regulatory and statutory compliance is maintained at all times.
- To be a champion of the Association's values and actively promote its mission and goals.
- Effectively manage the Executive Team.
- Ensure action is taken to encourage and promote genuine tenant participation in order to achieve the objectives of the Association.
- Establish and manage an effective strategic planning system, generating corporate and business plans and targets for the Association's Board to approve.
- Ensure that appropriate operational policies and procedures exist and are effectively reviewed to ensure high performance.
- Ensure effective and timely financial review processes are in place to achieve accountability, efficiency (value for money), quality and probity.



- Ensure accurate and detailed performance information is supplied to the Association Board or relevant committees on a regular basis.
- Promote and ensure commitment to delivering high quality and cost effective services to tenants.
- To review tenant satisfaction feedback and to take action where appropriate to address shortfalls in organisational performance.
- To have an effective and efficient infrastructure, which supports frontline services.
- To be proactive in seeking out new opportunities and preparing detailed proposals for the Association's Board to consider.
- Effectively build, lead, manage and develop the Executive Team to deliver the strategic aims of the Association and such other duties as may be given to the Executive from time to time.