

Category Manager - Property & Assets

Information for Candidates

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Welcome message from Gill Brown, Senior Procurement Manager

Firstly I would like to express my gratitude for taking an interest in this important Category Manager: Property and Assets role with Midland Heart.

The Midland Heart journey began in 1925 with the single determination to improve the quality of life for some of the most disadvantaged communities in the Midlands through the provision of good quality affordable homes. Over 90 years on and we are one of the largest housing associations in the Midlands and set to become one of the country's largest developers of truly affordable homes.



We're in a unique position of responsibility in that our Properties and Assets are much more than just buildings – they're homes on which people rely and in which lives play out from childhood to retirement. Our Category Manager: Property and Assets will play an important role in ensuring the ongoing affordability and quality of our 33,000 homes, ensuring that the highest quality goods, works and services are purchased on behalf of the tenants at the best prices.

Offering the opportunity for ongoing professional development, this is a potentially career defining role for an exceptional individual capable of supporting our Property Care and Assets Team.

Over the next two to three years, Midland Heart will be investing in our stock to improve many of the components and carry out planned works i.e. Kitchens, Bathrooms, UPVC windows and Doors, Roofs, Mechanical and Electrical upgrades. The value of this will be in the region of £70M and our Category Manager: Property and Assets will play a pivotal role in supporting the Assets team to ensure the highest quality procurement activities are undertaken in a planned and timely manner whilst achieving excellent value for money.

Despite our longevity, Midland Heart has its gaze fixed firmly on the future and see obtaining value for money as a key component of our ongoing success.

If you want to play a part in our future, we want to hear from you.

A handwritten signature in black ink that reads "G Brown". The signature is written in a cursive style and is positioned over a light grey geometric shape.

Gill Brown

Senior Procurement Manager

The Role - Category Manager: Property and Assets

This is a brand new role within our Procurement Team structure resulting from the Assets Department, working in partnership with the Procurement Team, recognising the need to develop this one specific category post. Working a split week between the Procurement Team and the Assets Team, you will be the key link supporting all Assets related procurement activities; primarily tasked with proactively supporting and enabling the Property & Assets Team to refresh associated contract renewals with the following new exciting motivations and considerations:

- ✓ To specifically target market engagement exercises to ensure specification development, captures the latest market innovations
- ✓ To provide a strategic interface with the Assets Team to ensure that both a strategic and technical input is provided to procurement of all goods, services and works.
- ✓ To lead on the Procurement of all Asset & Property contracts ensuring compliance with Public Contracts Regulations 2015 and Value for Money is achieved and becomes an integral part of the Asset & Procurement teams providing appropriate guidance, support and technical advice as required.

This is a rare opportunity for an experienced procurement professional with an interest and capability in both procurement and tendering, coupled with a proven capability of working within an Assets or Estates portfolio. The right candidate will have an understanding of procurement principles in line with the Public Contracts Regulations 2015 and demonstrable experience of the construction industry, including supporting teams and showing success in the outcomes they achieve.

You will demonstrate a dual aptitude and interest in Assets and Procurement and exhibit professional behaviours that generate a positive energy and enthusiasm - enhancing Midland Heart's profile presence as a buyer and engaging key stakeholders in future procurement planning.

What's on offer? Based at our Bath Row office in the centre of Birmingham, this role is offered on a permanent basis with a salary of £45,000 per annum. As well as a competitive salary and generous leave entitlement, you'll benefit from our CIPD award winning reward initiative, including a range of voluntary and salary sacrifice benefits, generous pension arrangements, as well as the opportunity to develop your career further.

The successful candidate will also receive funding to complete and achieve [MCIPS](#) (Membership of the Chartered Institute of Procurement and Supply).

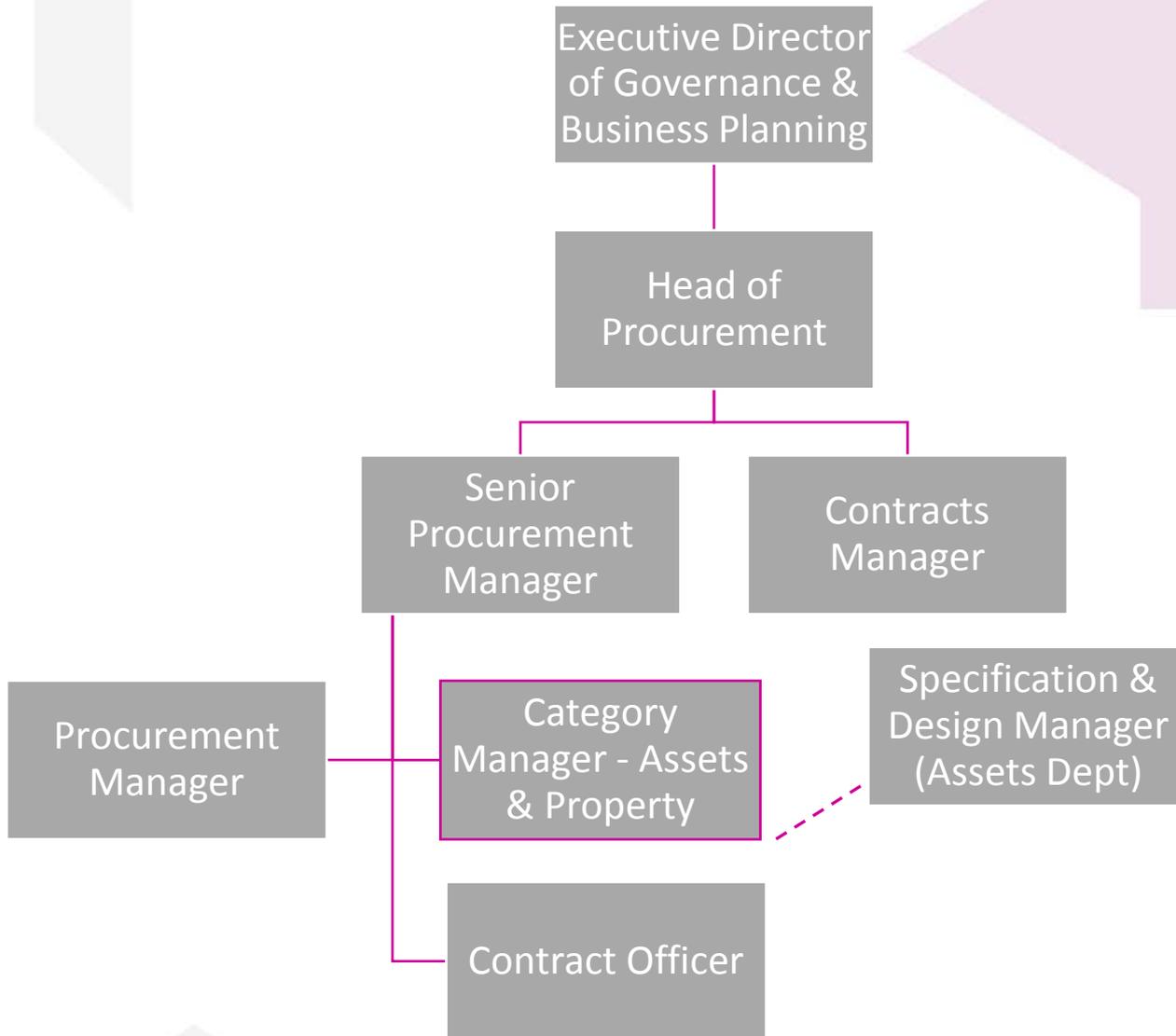
Role Profile

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|--------------------------|---|
| Role Title: | Category Manager : Property & Assets |
| Department: | Procurement |
| Role Purpose: | <ul style="list-style-type: none"> • Providing a strategic interface with the Assets Team to ensure that both a strategic and technical input is provided to procurement of all goods, services and works. • Leading on the Procurement of all Asset & Property contracts ensuring compliance with Public Contracts Regulations 2015 and Value for Money is achieved. • Become an integral part of the Asset & Procurement teams providing appropriate guidance, support and technical advice as required. |
| Reporting to: | Senior Procurement Manager |
| Responsible for: | N/A |
| Disclosure level: | N/A |
| Role Level: | Frontline Worker |

| | |
|----------------------------------|---|
| Key Role Responsibilities | <ul style="list-style-type: none"> • Being the ultimate technical expert for the Assets spend category, providing overall management direction and accountability for the category. • Maintaining a knowledge of the Property and Construction procurement markets in which the Category Manager will be working, specifically identifying any opportunities or threats approaching in advance. • Providing constructive feedback on technical specifications produced by the Specification Manager through use of existing technical knowledge, and engaging early with the external supply market, existing contractors and internal and external customers. • Working in close partnership with the Assets Directorate to successfully deliver the Corporate Plan, Assets Strategy and Procurement Strategy. • Leading key stakeholders and contract managers through the appropriate procurement process via an eProcurement system in line with MH policies and Public Contract Regulations 2015 as amended including: <ul style="list-style-type: none"> ○ Advertising & awarding contract opportunities in the Official Journal of European Union & Contracts Finder. ○ Producing PQQ and ITT documents including appropriate quality questions. |
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| | <ul style="list-style-type: none"> ○ Enabling the evaluation of tenders by stakeholders and customers. ○ Selecting and producing appropriate forms of contract. ● Delivering high levels of customer satisfaction that engender effective relationships and high levels of engagement. ● Performing consistently against savings targets. ● Developing strategic relationships with our key suppliers and contract managers. ● Supporting the Senior Procurement Manager and Head of Procurement in delivery of the Sourcing Plan. |
| <p>Education, Qualifications and Training</p> | <ul style="list-style-type: none"> ● MCIPS qualified or willing to work towards MCIPS qualification |
| <p>Knowledge and Experience</p> | <ul style="list-style-type: none"> ● Significant experience and technical knowledge in the Property / Assets Category. ● A sound knowledge of procuring property and construction related goods services and works. ● Knowledge of Construction Terms and Conditions such as JCT, NEC, NHF. ● Knowledge of Public Contracts Regulations would be an advantage ● Demonstrable experience of leading change and performance. |
| <p>Role Specific Skills & Behaviours</p> | <ul style="list-style-type: none"> ● Excellent Interpersonal Skills ● Excellent IT Skills particularly Word and Excel ● Self-awareness ● Able to encourage and influence others |

Procurement Team Structure





Our behaviours and standards describe the expectations we have of all employees to help the organisation grow and succeed. They identify what each of the behaviours and standards might look like for the following groups of staff:

Frontline Workers – roles that are responsible for achieving individual, team and corporate targets.

Personal Qualities

Developing Self Awareness

Demonstrate self-awareness in everyday situations including being aware of others responses to their behaviour and actions.

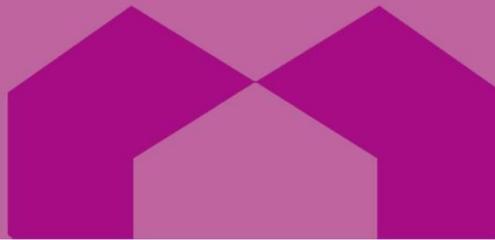
Managing Yourself

Challenge themselves to try new ways of thinking and working. Demonstrate that they are clear about their responsibilities at work. They are able to work on their own as well as part of a team.

Acting with Integrity

Demonstrate respectful and honest behaviour and consistently put their values into practice that also align with those of the organisation. Is trustworthy, honest and dependable in all their engagements. Actively promote equality and diversity by being sensitive to the nine protected characteristics and they treat everyone with dignity and respect.





Working with Others

Effective Relationships

Spend time to construct and preserve successful and respectful relationships, adapting their approach according to others and each situation. Communicate in an open and candid manner, using suitable language. Demonstrate effective communication skills in order to promote the needs of our customers.

Encouraging Others

Engage with and encourage customer feedback that enables collaborative decision-making. Empower others to engage in meaningful activity to promote customer engagement.

People and Performance

Leading People

Are approachable and they foster trust to be able to build rapport with others.

Leading Performance

Take responsibility for their actions to ensure that excellent customer service is delivered.

Direction and Strategy

Leading Change

Enthusiastically seeks to understand the range of factors that determine why change is made and how it will affect them personally.

Decision Making

Take part in consulting with others and contributing to decision making about the direction of their working area. They demonstrate that they can influence others to be able to deliver the best of what our customers expect.



FIT FOR THE
FUTURE

Year 3 (2018-2019) of our
Corporate Plan
2016-2020

Introduction

Throughout the delivery of the second year (2017-2018) of our corporate plan, Fit for the Future, Midland Heart has continued to go from strength to strength. We have been successful in achieving consistently high levels of customer satisfaction, through improvements to the way we deliver our core services. In addition we have gained record levels of staff engagement, secured new finance deals to help fund the development of more affordable housing, and won a national award for our rewards and benefits programme for staff.

Fit For The Future was born out of a need for us to change and adapt to a new, more challenging external environment. The government had announced four years of rent reductions and numerous welfare reforms, alongside the introduction of the LHA cap and voluntary Right to Buy. However, we reacted quickly to ensure that our business would remain strong to 2020 and beyond.

While some of these challenges are still with us, some are now coming to an end. Your efforts to implement this plan have helped the organisation to stay ahead and deliver the improvements and savings we needed a year ahead of schedule.

This is fantastic news and means that by the end of this year, the third year of the plan, we will be fit to face the future! This is an excellent position to be in, and a testament to the hard work and commitment of all of our staff teams over the past two years.

Over the next year we will start to discuss the future direction of Midland Heart, and begin planning for the next five years. Post Grenfell there is still much to do. We want to support customers on our digital journey and understand what we need to do to achieve the best possible services; to deliver on our ambitions on new homes and become a leading employer in the Midlands.

While we are now in a position to look to the future with ambition we must not be distracted from delivering the last year of our Fit for the Future plan, and to ensure our business remains strong to 2020 and beyond.



John Edwards
Chair, Midland Heart



“Over the next year we will start to discuss the future direction of Midland Heart, and begin planning for the next five years. Post Grenfell there is still much to do. We want to support customers on our digital journey and understand what we need to do to achieve the best possible services; to deliver on our ambitions on new homes and become a leading employer in the Midlands.”

Where are we now?

Year 2 (2017-2018) of our 2020 vision saw Midland Heart deliver a number of significant projects and also achieve some of our best ever performance.

| Key achievements | | Key outcomes | |
|---|---|---|---|
| Consistently high levels of customer satisfaction | Lowest ever arrears levels in general needs | Embedded a single operations directorate | Delivered our leadership and management development programme |
| Industry leading re-let times | Achieved record surplus and a strong credit rating | Completed a second expansion of Property Care, our in-house maintenance service | Having a clear plan on our agency managed accomodation. |
| Lowest ever number of complaints | Strong regulatory and quality ratings for our CQC registered services | Started the process of transferring in TEC schemes | Geared up to deliver our ambitions for more new homes and re-setting our bank covenants so we can help build new homes. |
| National recognition of staff reward programme | Highest repairs satisfaction consistently above 90% | Achieved high levels of staff engagement, especially when compared to other providers | |

Our strategic objectives

Our mission is to be a leading housing organisation. We have three strategic objectives which are fundamental to us becoming a leading organisation.

1

Build as many affordable homes as we can

To be consistently in the top 20 nationally for building homes for affordable and social rent.

2

Remain financially strong

To maintain our operating margin of above 30% and to use our surplus to fund new homes.

3

Reduce the annual running and repair costs of our homes

Our cost per unit of accommodation reduces to around £3,000.

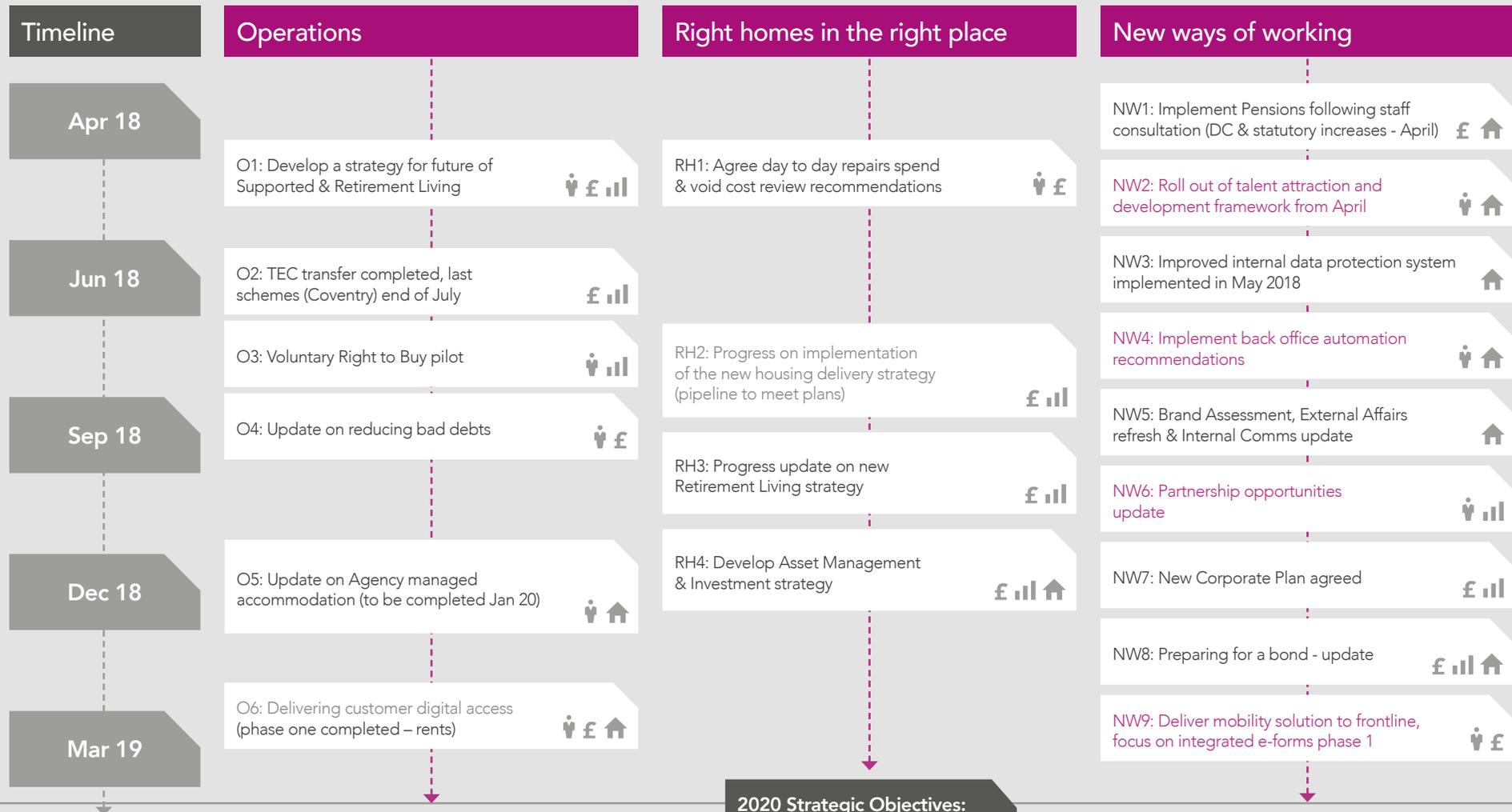


How will we do it?

The actions we will take to achieve our objectives are part of a delivery plan. This delivery plan is updated each year. 2018-2019 is the final year of our plan and is centred around three key themes - operations, right homes in the right place and new ways of working.



When will we do it?

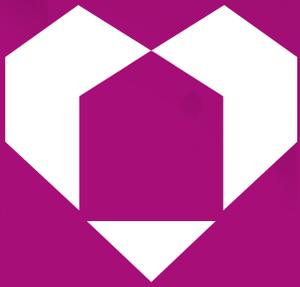


2020 Strategic Objectives:

- 👤 Customers
- £ Financial
- 📈 Growth
- 🏠 Org Readiness

Grey text deliverables: Customer suggestions
 Purple text deliverables: Staff suggestions

FIT FOR THE
FUTURE

midland
heart 

How to Apply & Timetable for Selection

To apply, please register on our candidate portal using the following link:

Please submit a comprehensive CV setting out your career history, with responsibilities and achievements, with a cover letter of no more than 2 pages which clearly explains how you think you meet the requirements of this role.

Your application will be acknowledged. If you do not receive an acknowledgement within 48 hours, please contact: hreading@midlandheart.org.uk

Closing date for receipt of completed applications is midnight on Sunday 11th November 2018.

Interviews will take place week commencing Wednesday 28th November 2018.

For a confidential discussion we invite you to contact Gill Brown, Senior Procurement Manager on 07483453953 or email: gill.brown@midlandheart.org.uk.