JOB DESCRIPTION

JOB TITLE: Managing Director

COMPANY: ConsultCIH

REPORTS TO: ConsultCIH Board

MANAGEMENT RESPONSIBILITY: Team of consultants and support staff

LOCATION: Coventry, but will be required to work flexibly to respond to the requirements of the role which will involve national travel.

GRADE: Director

JOB PURPOSE

The purpose of the role is to:

1. Provide strategic and operational leadership to Consult CIH (“Consult”), a wholly owned subsidiary of Chartered Institute of Housing (“CIH”). Consult provides commercial services across the broad spectrum of public sector clients including central and local government, housing providers, care and healthcare clients.

2. Provide high quality solutions for consultancy clients, informed by and informing CIH thought leadership, policy and practice.

3. Bring expert knowledge and skill of current practice across the housing consultancy market, along with insight and vision on future developments across the sector.

4. Deliver a financial return to CIH and contribute to CIH thought leadership, policy and practice.

NATURE OF THE ROLE

As Managing Director the role takes responsibility for the overall success of the business unit and involves supporting the whole team to deliver a successful business. The role requires direct income generation through identifying and leading on specific consultancy business.

The role is responsible for ensuring the business is profitable and involves a sharp focus on creating, winning and delivering consultancy assignments of both a strategic and operational nature to a wide range of public, private and voluntary sector clients in the housing sector, but principally housing providers, statutory and non statutory agencies.

The post requires a very pro-active approach, considerable effort and flexible working. As Managing Director, you will pro-actively work for the benefit of the whole team as well as focusing on individual goals. Consult works closely with CIH.
commercial services therefore effective internal relationship management skills are essential.

ACCOUNTABILITIES

1. Fulfil the following key job specific responsibilities:
   - Formulate and implement business policy and strategy;
   - Work closely with the CIH teams across the UK to identify and secure opportunities for new and existing clients;
   - Direct strategy towards the profitable growth and operation of the business;
   - Oversee and be ultimately accountable for the development of annual budgets/longer term plans;
   - Develop strategic plans that reflect the longer-term objectives and priorities agreed with the Board;
   - Maintain an on-going dialogue with the chair of the board and CIH Chief Executive;
   - Put in place effective operational planning and control environment for financial and service delivery;
   - Lead consultancy directors and consultancy staff in developing key targets and objectives and ensuring ownership of these;
   - Monitor the operating and financial results against plans and budgets;
   - Take remedial action where necessary informing the board of significant changes;
   - Maintain the operational performance of the business unit;
   - Represent and promote the business to major customers, potential customers and professional associations;
   - Build, motivate, manage and maintain an effective team of high quality consultants;
   - Oversee an effective practice management and business development function.

2. Deliver a profitable consultancy offer – personally, through consultancy staff and associates, lead the delivery of high quality consultancy solutions that are well informed, authoritative and implementable. Ensure delivery of this role in a way that promotes the values of the business and good business ethics.

3. Develop a strong profile and reputation - within CIH and across the housing sector - for delivering high quality consultancy solutions, both on a personal level and for the business as a whole. This will include speaking engagements, writing articles, providing comments on current issues for trade journals etc. Take an ambassadorial role in promoting CIH in client organisations.

4. Develop and lead partnerships and associate resources – identify, build and support the capability of partnerships and flexible resources to develop and
deliver services for clients. Bring forward high calibre people and organisations to work as part of the offer leading or facilitating teams to deliver high quality outcomes.

5. Stakeholder management – build strong relationships and contacts with clients, potential clients, key policy influencers, allied professional institutes, leading housing organisations and others to help secure on-going consultancy work for the business.

6. Oversee the delivery of an effective business process and control environment, covering proposals, job progression, job completion, billing and payment.

7. Work collaboratively with consultancy directors and CIH staff – pro-actively identify opportunities for other work streams and ensure the business maximises cross selling referrals to existing and potential clients.

8. CIH corporate working – help the development of CIH generally and identify opportunities for joint working within CIH on products and services.

SIGNED: .........................................................................................................................

DATE: ............................................................................................................
PERSON SPECIFICATION

Essential

- Degree or equivalent level qualification, ideally with a recognised management qualification;
- Ability to drive consultancy business development and strategic planning. It is likely that the post holder will have experience of working in or managing a complex consultancy operation;
- Relevant experience in securing and developing business with UK public sector clients;
- Evidence of and/or commitment to continuous professional development

Specific experience, knowledge and skills

- Proven track record in delivering fee earning public sector strategic consultancy
- Able to lead own consultancy stream including leading on consultancy projects
- Strong appreciation and understanding of sensitive financial issues, financial acumen and the ability to apply this to business and operational planning;
- Exceptional understanding and knowledge of how businesses operate, with a record of consistent commercial success and strategic vision; demonstrate commercial and business development skills;
- Strong leadership experience in team and business management and development;
- Ability to effectively communicate with CCIH teams, CIH teams and clients at all levels.
- Proven track record at an executive level of an ability to think strategically to set or contribute to strategy development and performance management and reporting;
- Experience of building and maintaining effective stakeholder relationships, both internally and externally, including contract management;
- Manager with exceptional track record of dealing with a broad spectrum of clients;
- Evidence of working with boards and its committees and appreciating the requirements of good governance within the Charity and Corporate sector;
- Demonstrable knowledge of handling external relations, both communication to a general audience and the enhancement of relations with specific partners;
- Proven experience and understanding of the potential for new technologies for membership, learning and management;
- Experience of working to strict, demanding deadlines in a pressurised environment; experience of managing critical projects to time, budget whilst ensuring impact and value for money;
- Ability to identify and implement continuous process improvement alongside routine business delivery to ensure effective and efficient services including value for money;
- Strong inter-personal, professional and influencing skills, including contract negotiation and management, and an ability to work with multi-disciplinary teams;
- Strong people management skills and experience in leading, performance managing, motivating and developing professional and administrative staff
• Ability to work in a dynamic and agile work environment at pace whilst maintaining quality of service;
• A strong customer-focus with experience of developing and delivering services that meet or exceed the expectations of customers, both internal and external;
• Gravitas, confidence and ability to gain credibility at Board level.

Principal Contacts

• External: Clients, prospective clients, retained consultants, consultancy associates, partner organisations, government & statutory housing bodies, professional institutes and sector trade bodies
• Internal: All CIH consultancy and CIH staff.

Key challenges

• Working in an environment which is continually changing and developing, requiring a flexible approach to delivery.
• High level of autonomy to deliver objectives to support Consult to achieve its overall objectives; resolves issues with little need to seek approval.
• Required to work across Consult and CIH to deliver many cross organisational objectives.
• Working largely independently, whilst supporting a range of key stakeholders, both internal and external which can be demanding.
• Managing a large volume of work and working under pressure to tight deadlines largely on a self serving basis.
• Working in a complex environment of change and balancing a focus on the organisation, team and individual delivery.