

Join our team



Welcome to Two Rivers Housing

A warm and heartfelt welcome from a team that is committed to making a difference to people's lives in and around Gloucestershire, is what awaits you at Two Rivers Housing.

We are really pleased that you are considering joining us and look forward to meeting you in person. In the meantime, this pack will tell you a little bit more about our organisation.

Warm, safe, affordable homes

Since our creation in 2003, we have been committed to increasing the availability of affordable housing in the Forest of Dean, Gloucestershire and the surrounding counties. In fact, in 2018 we pledged to build a further 1,000 affordable homes in the area by 2028.

But we want to go further.

We not only want to provide affordable homes, we want to create great homes that support communities.

Our 2020-23 organisation plan builds on what we have already achieved. It lays the path to making our community a place where everyone has access to a warm, safe and affordable home when they need it.

We focus on four key areas that will help us achieve this; Our Customers, Our Homes, Our People and Our Corporate Health. Each one of these is integral to the success of our organisation and our mission.

Garry King
Chief Executive

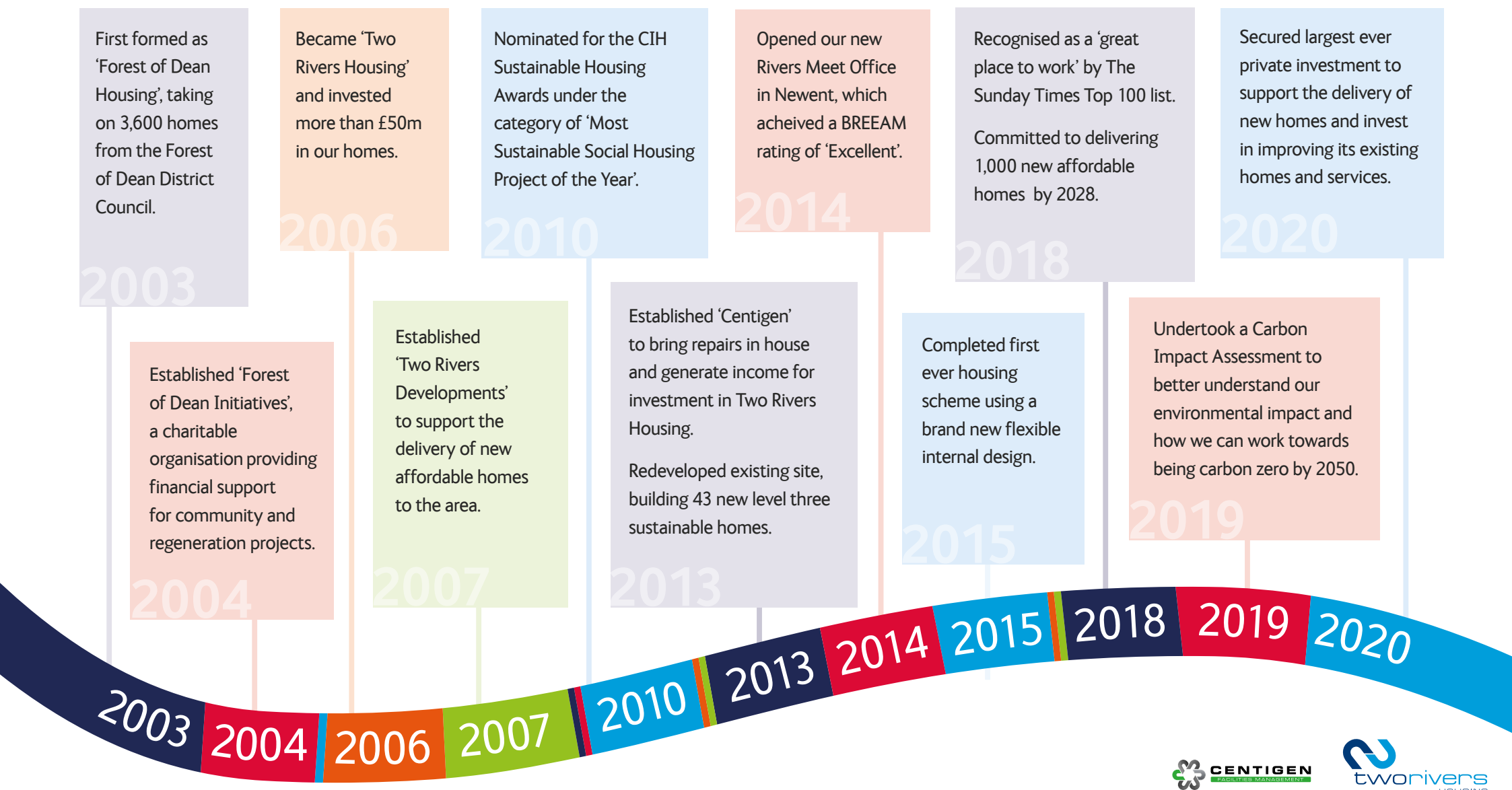


"Everyone should
have access to
a warm, safe,
affordable home
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Garry King, Chief Executive,
Two Rivers Housing



Our history



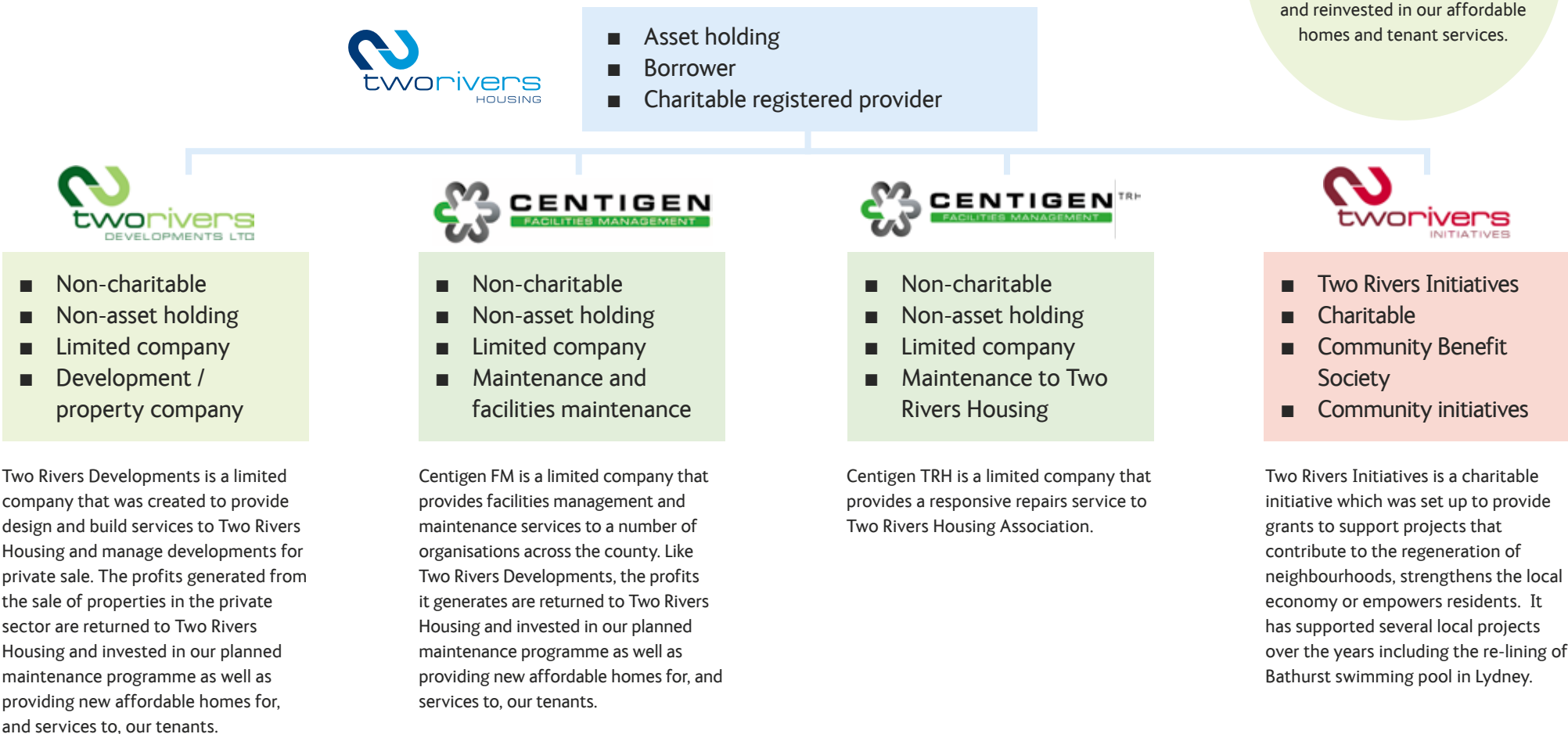
2020-2023 organisation plan

Our organisation plan is supported by four priorities: Our Homes, Our Customers, Our people and Our Corporate Health. The work we undertake in each of these moves our organisation forward and ensures we continue to deliver on our promise to provide great homes and support communities.



The Two Rivers Housing Group

The Group consists of Two Rivers Housing Association and four subsidiary companies.



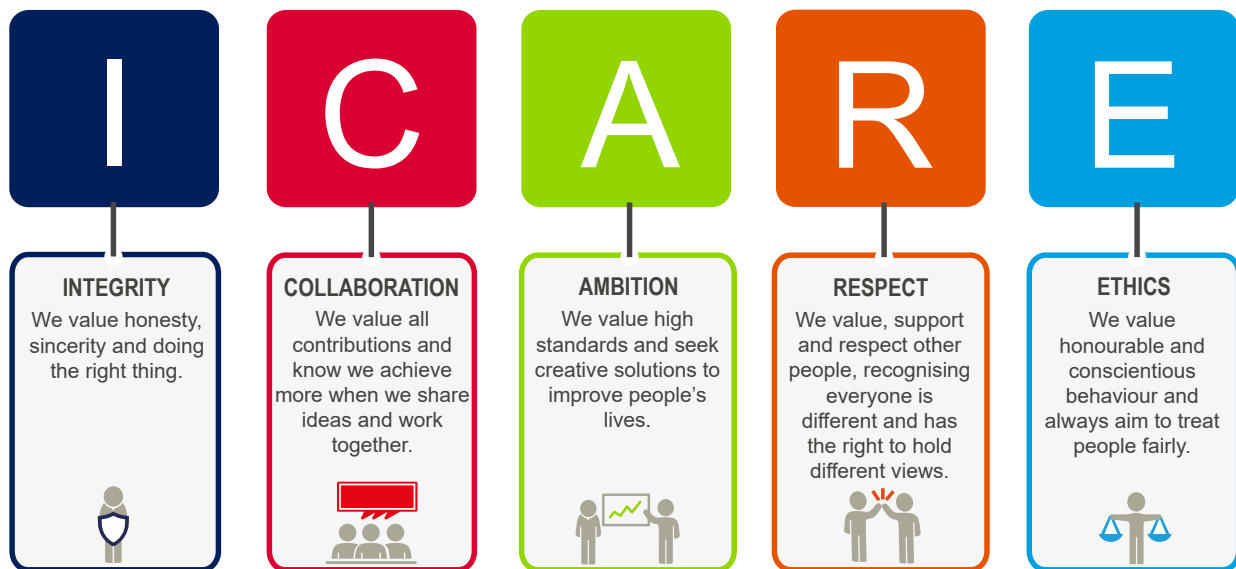
Did you know?

Profits generated by Two Rivers Developments and Centigen FM are returned to Two Rivers Housing Association and reinvested in our affordable homes and tenant services.

Our values

Just as important as what we want to achieve, is how we want to achieve it.

In 2020, we launched our new organisation values. These outline the behaviours that we expect our team and contractors to demonstrate when working with our customers and each other.



Our customers

We want our customers to understand that they can trust us to do the right thing, so that they can get on with living their lives. Which is why we have invested in our customer contact and engagement teams.

Through this investment, we will be able to get closer to our customers and listen to their thoughts and opinions on what they want and need from their landlord.

This will enable us to make decisions in line with their feedback and drive improvements to our service standards.

Alongside this, we will use an independent customer survey provider to help us understand where we are performing well and where we can make further improvements.



Creating great homes

In 2018, we pledged to deliver 1,000 new affordable homes. At the end of 2020, we had built 317 new homes across Gloucestershire and the surrounding counties.

But creating great homes is not just about building new ones.

In January 2020, we commissioned a report on the energy efficiency of our existing homes. This will form part of our wider Environmental Strategy, which will map out how we can reach carbon neutral status by 2050. It is an important part of creating great homes that are both affordable to rent and run.

We will also be looking at other improvements we need to make to our existing homes over the next ten years, as well as looking at the communities that we may completely regenerate.

We are committed to making improvements to our existing homes and the way we operate over the coming years to enable us be a zero carbon organisation by 2050.

Did you know? Our purpose-built Rivers Meet office achieved the 'A' energy performance rating, and earned the prestigious BREEAM 'Excellence' standard.



Supporting communities

As a small local housing association, we are truly part of the local community. Over the years, we have supported many community events and projects, working with local schools, the police and other community partners.

We are a local employer, providing jobs and opportunities for more than 170 people and supporting local apprenticeship schemes and work experience programmes within our trade and office-based roles.

Wherever possible, we engage with local suppliers to provide the services we need to run our organisation and have invested in community projects across Gloucestershire through Two Rivers Initiatives.



About Gloucestershire

Nestled on the edge of the Cotswolds, the historic county of Gloucestershire boasts beautiful rolling countryside, historic buildings, wild forests and diverse and vibrant communities.

Founded by the Romans as Glevum in AD 48, Gloucester City has played an important part in the UK's history. In 1216, aged just 10 years old, King Henry III was crowned at the Chapter House in Gloucester Cathedral and Parliament was held in the Cathedral's Parliament Rooms from 1378 to 1406.

The recently developed, Gloucester Quays has become a popular destination for shopping, with food markets and themed events held regularly at the historic Gloucester Docks. You'll also find a great selection of restaurants and bars on the waterfront too.

The County's premiership rugby team play its home games in the heart of Gloucester at Kingsholm Stadium which hosted World Cup Rugby in 2015 while the University of Gloucestershire is also home to Netball Super League team Severn Stars. Across the other side of the county, The Cheltenham Gold Cup takes place every year at Prestbury Park and the Badminton Horse Trials are held at the estate in May.

Conveniently located just off the M5, Gloucestershire has great links to Bristol, Birmingham and the South West as well as bordering counties Hereford, Wiltshire and South Gloucestershire.



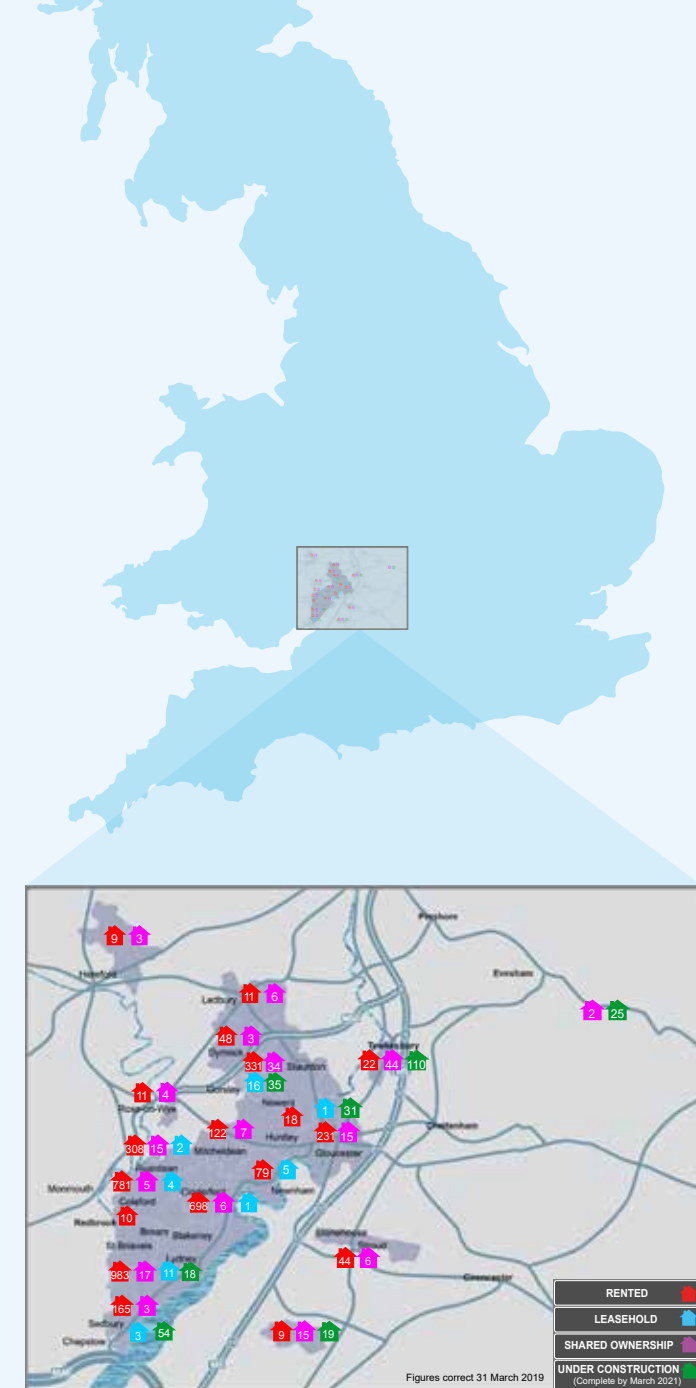
The Forest of Dean

Our Rivers Meet office is located in Newent on the outskirts of the Forest of Dean.

In medieval times the ancient Forest of Dean was a royal hunting spot and many of the Tudor Navy's warships were built using timber sourced from the Forest. During the industrial revolution the area was mined for coal and many of the old mines and tramways can be found across the area today.

It's home to a wide variety of wild life including wild boar, which occasionally stray on to our properties! Many of our homes are situated in the beautiful villages in and around the Forest.

The Forest of Dean is one of the many stunning places in the County and there are plenty of areas to explore on a family day out, as well as activities such as caving, kayaking and off-roading for the more adventurous!



About the role

Job title

Corporate Director – Operations

Reports to

Chief Executive

Overall Purpose

Responsibility for the overall performance and strategic priorities of housing, assets, maintenance and repairs, income collection, customer contact centre and development teams. To lead on the development and implementation of corporate customer focussed initiatives that enable the organisation to achieve its customer service objectives, performance and culture.

Responsibilities and outcomes

Key responsibilities

- To develop strategies for the delivery and improvement of services in areas of responsibility, including the design and implementation of processes, policies and procedures in accordance with best practice, relevant legislation and regulation.
- Lead on the development of the Organisation Plan.
- Development and management of budgets for key areas of responsibility while achieving high standards of performance, including compliance with policies, procedures, and financial regulations.
- Motivate and develop teams to successfully achieve agreed objectives.
- Ensure appropriate resources are in place to achieve Organisation Priorities.
- Prepare reports, statistics and information for presentation to the Board or appropriate committees and executive team including making recommendations and developing action plans in line with the achievement of the organisation objectives.
- To implement appropriate performance indicators and performance management practices within service areas to ensure robust management and control.
- To have overall responsibility for the housing management functions for all homes owned by Two Rivers Housing.
- Develop and have overall responsibility for the Two Rivers Housing Development Strategy and its 'profit for purpose' subsidiary Two Rivers Developments, as well as the delivery of new homes and regeneration schemes as appropriate.
- Develop and have overall responsibility for the implementation of an asset management strategy, sustainability strategy and stock investment plan over the long-term, developing a portfolio that is versatile and relevant, meeting the Two Rivers Housing sustainability vision.
- Lead the development of our subsidiary Centigen Facilities Management in its aim to deliver high quality, value for money services to Two Rivers Housing and its customers.
- To ensure that all Two Rivers Housing homes are compliant with the law and regulations and are safe for use by its tenants and shared owners.
- To continuously improve the standards of health and safety across the business.

Key outcomes

- Maintain, meet and develop key performance indicators by ensuring that teams understand the strategy of the service and are actively engaged in continuous improvement of the service.
- Delivery of projects on time, within budget and to required quality standards.
- Successful promotion of the mission, vision and values through leadership and communication to both supervisors and staff to ensure and maintain an excellent level of service is provided to all customers by meeting service level agreement targets.
- Ensure successful development of systems to improve service delivery and efficiency.
- Represent and promote the work of Two Rivers Housing.
- Ensure compliance with all statutory and regulatory requirements.
- Lead, develop and coach teams and individuals to help them achieve their potential and foster a culture of empowerment, high performance and collaboration.

Skills / experience

Essential

- An accomplished Senior Manager or Operations Director with a demonstrable track record in delivery.
- Ability to drive all areas of the business to exceed objectives, implement strategy, financial planning, budgets, P&L, KPIs, and continuous improvement.
- Able to prioritise and manage work loads, balancing medium- and long-term objectives.
- Demonstrable experience in delivering continuous improvement and developing operational efficiencies.
- Excellent written and verbal communication skills with the ability to engage, influence, negotiate and mentor colleagues at all levels. Comfortable in leading cross-functional teams to deliver consistently excellent results.
- Excellent problem solving and decision making skills.
- Excellent motivational and influencing skills, with high levels of personal integrity.
- Demonstrate the ability to produce clear, accurate verbal and written reports on complex issues to a variety of audiences, including Board, colleagues and external bodies.
- Experience of working with a Board of Non-Executive Directors.
- Be able to articulate sound financial abilities leading to positive judgement and appraisal of risk.
- Able to contribute effectively to the wider team.
- Experience of regulation and the requirements of the Regulatory Codes, regulatory returns and related requirements.

Desirable:

- Experience of working in a housing association or similar organisation at a senior level.
- Comprehensive project and risk management experience across the full remits of housing services.
- Management qualification.

Qualifications

- Degree level or equivalent.
- Corporate membership of a relevant professional body / institute (e.g. RICS or similar / equivalent).
- A demonstrable commitment to continuing professional development.

Other

- Driving licence required.
- Mobile working required.
- Evening and weekend working required.
- You are also required to undertake any other duties within your capabilities as may be reasonably required.

Competency requirements (part 1 of 2)

Two-way communication

Sharing facts and feelings to ensure everyone is well informed and encouraging others to speak, while listening to their views:

- I can communicate the organisation strategy in understandable operational tasks in order to exceed stated objectives.
- I use positive and appropriate language to inspire stakeholders to achieve organisation objectives .
- I am able to communicate and translate the organisation's values into meaningful and understandable behaviours.
- I develop processes to enable open and honest two-way communication throughout the organisation and with its customers.
- I encourage direct, challenging and constructive debate to reach a conclusion.

Entrepreneurial and business development

Understanding how the organisation works, its operating procedures and deliverables, in order to achieve its objectives:

- I have a deep understanding of what the organisation's opportunities and threats are and work with others to seize opportunities and minimise threats.
- I can use networking to generate income for the organisation.
- I understand how reputation affects the organisation and the achievement of objectives.
- I understand how to mitigate reputational issues to aid in the achievement of objectives.
- I am able to use my professional and business acumen to the benefit of all stakeholders.

Personal and team effectiveness

Overcoming obstacles and delivering results by showing personal effectiveness, while ensuring co-operation with colleagues and external partners:

- I promote partnerships in order to deliver services to the community we serve.
- I partner and influence external organisations to meet customer needs.
- I find common ground to solve problems for the good of all.
- I create a sense of common purpose for all.

Competency requirements (part 2 of 2)

Leadership and motivation of others

Encouraging others at all times to contribute their full potential to the organisation:

- I provide appropriate resources to support the achievement of organisational objectives.
- I celebrate organisational success.
- I utilise and encourage innovation and innovative approaches at all levels of the organisation.

Customer focus

Commitment to putting customers first and the ability to deliver a consistently high level of service:

- I work with partner organisations to provide services that add value.

Embracing change and solutions

Having a positive attitude to change and the ability to identify opportunities to improve performance:

- I prepare the key stakeholders for major decisions and changes.
- I orchestrate multiple activities at once to accomplish goals.
- I maximise the use of all stakeholders to generate new ideas and solutions for issues.
- I create a vision for my customers that generates their commitment.
- I understand and manage the emotional consequence of business decisions.
- I will make difficult decisions while retaining empathy and compassion, by keeping focussed and decisive around people and performance matters.
- I understand what really drives performance and what the performance levers are to aid improvement.
- I prepare the organisation to cope with continuous change.

Strategic thinking and planning

Strategic thinking is the ability of senior employees and the Board of Management to devise effective plans in line with an organisation's objectives within a particular environmental situation. Strategic planning helps with developing this broadly-defined plan aimed at creating a desired future:

- I am able to take into consideration the impact activities have on the wider stakeholders and community when devising plans.
- I am able to think and plan for 10 years ahead.
- I am able to give clarity to the strategic direction of the organisation.
- I plan for the future by taking into consideration the organisation's strengths, weaknesses, opportunities and threats.

Benefits of working for Two Rivers Housing

- ✓ Annual holiday entitlement is 34 days plus all public and bank holidays.
- ✓ Car Allowance (£6,000 per annum).
- ✓ Holiday purchase scheme (able to buy up to five days holiday each year).
- ✓ Pension scheme including life cover (further details to be provided).
- ✓ Private Medical Cover (including two-year health check provision).
- ✓ Healthcare cash plan.
- ✓ Performance Incentive Scheme.
- ✓ Professional subscriptions will be paid where they are an essential requirement of the job or training/qualification being studied.
- ✓ Company sick pay up to six months at full-pay and six months at half-pay (inclusive of SSP).
- ✓ Annual cost-of-living salary review.
- ✓ Salaries benchmarked every two years.
- ✓ Personal development plans that provide learning and development and CPD opportunities for all staff.
- ✓ Annual wellbeing programme.
- ✓ Employee Assistance Programme.
- ✓ Free office parking.
- ✓ Cycle to Work Scheme in line with the government initiative.
- ✓ Maternity leave and pay packages are enhanced beyond the statutory schemes.
- ✓ Other benefits and discounts.

The Two Rivers Housing Group Board

Our Group Board is made up of a number of people with a wide range of skills and experience in the housing sector and related sectors. It includes a tenant member to ensure that the tenant view is always considered during the decision making process.

The Board sets our organisation's direction and culture and makes sure that decisions are made with our customers best interests at heart. It also ensures that our organisation is managed effectively, efficiently and economically by providing oversight, direction and constructive challenge to our executive team.



Chair: Yvonne Leishman OBE

Yvonne was the former President of the Chartered Institute of Housing and Chair of HouseMark. She received an OBE for services to housing. Yvonne is an experienced Managing Director and joined the Board in November 2017.



Vice Chair: John Bloxham

An experienced housing practitioner and consultant and Fellow of the Chartered Institute of Housing. Joined in 2012.



Susan Holmes

More than 35 years' experience in housing, social care and the voluntary sector. Joined in 2016.



Tim Jackson

Director of Resources at Newport City Homes, a qualified Accountant who has worked in the commercial, public and not-for-profit sectors. Joined in May 2018.



Rita Jones

Rita has had a varied career including as a Pub Landlady. She is a Two Rivers Housing tenant and joined the Board in 2016.



Ted Pearce

Director of Strategic Asset Management at Orbit Homes, a Fellow of RICS and RSA and member of BIFM. He joined the board in 2019.



Neil Sutherland

A Chartered Civil Engineer and former Royal Engineer Officer with experience of multi-national leadership and project management. Joined in 2016.

Our executive team and Assistant Directors

Our executive team consists of the Chief Executive and two Corporate Directors. They are responsible for implementing the Board's policies and direction across the Group and reporting the progress made against these back to the Board.

Our executive team are supported by four Assistant Directors who oversee specific parts of the organisation.



Chief Executive: Garry King

Appointed to Two Rivers Housing as Chief Executive in 2002 having led the LSVT from the Forest of Dean District Council. He completed his housing training at Sheffield Hallam University and then became a trainee with Bristol City Council, followed by senior roles in local authorities.



Corporate Director – Resources: Carol Dover

Joined Two Rivers Housing in March 2019. Previously Head of Finance at Connexus in Herefordshire. She has also worked in senior finance roles at The University of Worcester, Marches HA and Wyevale Garden Centres.



Interim Corporate Director – Operations: Tom Hainey

Joined Two Rivers Housing in February 2020 on an interim basis. Previously Executive Director of Property and Development at Beyond Housing. Tom has more than 35 years' experience in the housing sector.



Assistant Director of Resources: Lynne Dunstone

Lynne joined Two Rivers Housing in 2020. Prior to joining the Group, she was working in Washington DC for the UK Foreign and Commonwealth Office and had also held the position of Financial Performance Manager at the University of Gloucestershire. She has also worked in finance roles at Knightstone Housing Group and Stonham Housing Association.



Assistant Director of People and Culture: Martin Ward

Martin was appointed to the newly created role of Assistant Director of People and Culture in 2020. Before joining Two Rivers Housing, he had held senior HR roles at Horizon Nuclear Power, Skanska UK and Wincanton. He has also worked for Belcan and Essex County Council.



Assistant Director of Housing: Rachel Smith

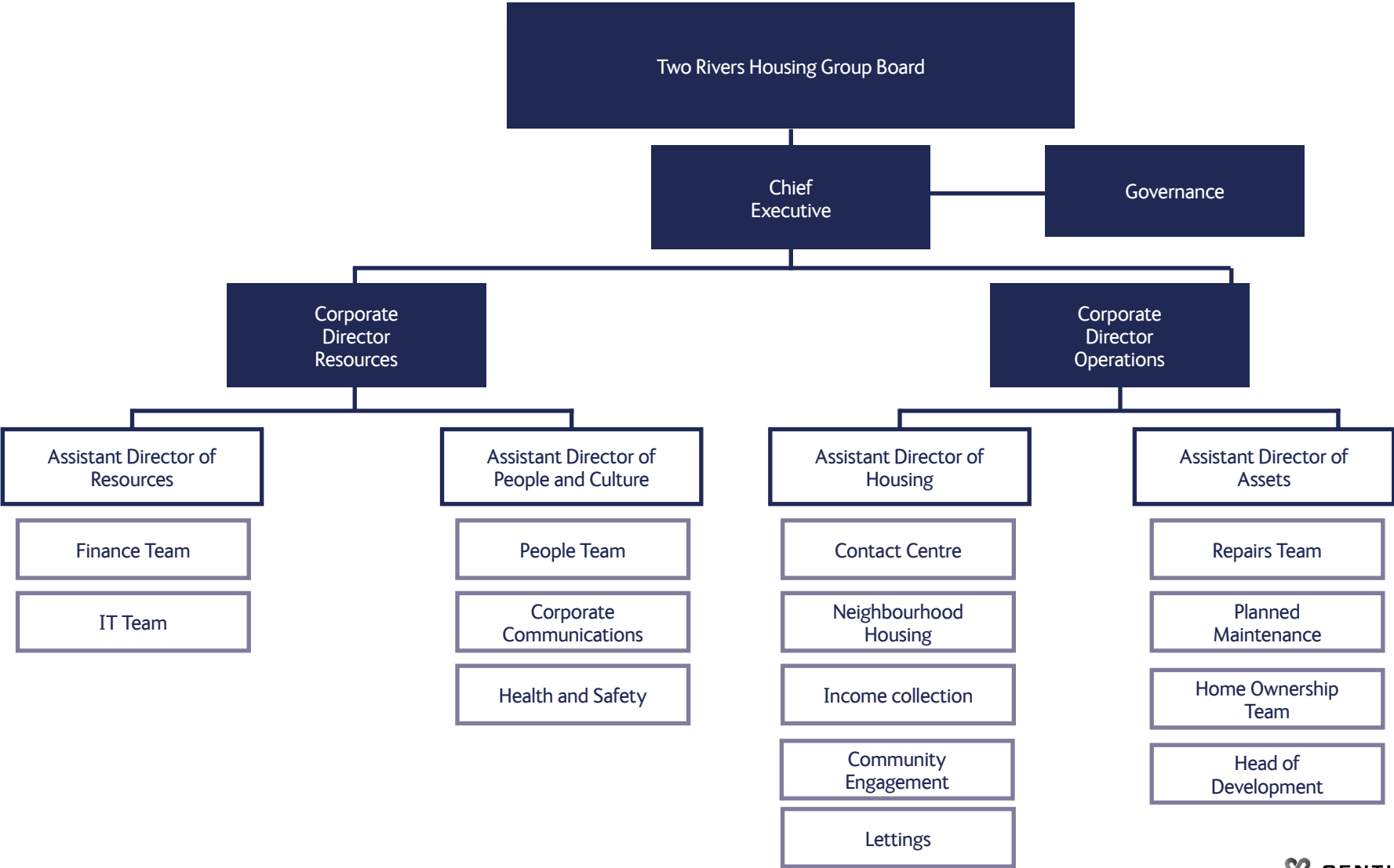
Rachel joined Two Rivers Housing in 2003 as a Policy and Performance Officer. She has worked her way up to the position of Assistant Director and supported the organisation in a number of other roles including Business and Support Manager and Head of Housing. Prior to joining, Rachel worked with individuals and families facing homelessness.



Assistant Director of Assets: Luke Beard

Luke joined Two Rivers Housing as a surveyor in 2008. He worked in several roles across the organisation including Head of Maintenance before being appointed as an Assistant Director.

Our organisation structure



More about Two Rivers Housing

🖱 www.tworivershousing.org.uk

🏠 Rivers Meet, Cleeve Mill Lane, Newent, Gloucestershire, GL18 1DS

🌐 www.linkedin.com/company/TwoRiversHousing

📘 <https://www.facebook.com/TwoRiversHousing>

🐦 <https://twitter.com/TRHousing>

Company registration number: 4263691

Homes and Communities Agency number: L4385

Registered charity number: 1104723



INVESTORS IN PEOPLE™
We invest in people Gold

