

EXECUTIVE LEAD – Digital & Strategy

Andium Homes is Jersey's largest landlord, and manages more than 4,500 rental properties, providing homes and landlord services for more than 10,000 islanders, alongside an annual programme of assisted purchase sales. We are also Jersey's largest developer with a programme of investment which will deliver 2,000 new rental and 1,000 new first-time buyer homes by 2030.

Andium Homes is a company limited by guarantee, wholly-owned by the States, represented by the Minister for Treasury and Resources. Andium is not for profit housing provider, all our revenue comes from the rent paid by our tenants and our property sales. We return £30.5m of our income to Government each year.

The Role

The Executive Lead – Digital, Strategy & Corporate Brand is a new leadership role, combining three vital but distinctly different aspects of the business. A key strategic role that requires the post holder to develop and execute strategies that will accomplish the company's business model in the of delivery Jersey housing needs, providing modern digital services and a strong corporate brand.

Digital

The Executive Lead – Digital, Strategy & Corporate Brand will provide strategic leadership in the delivery of our Innovation Strategy to ensure that our existing high quality IT infrastructure and business systems allow us to stay ahead in an increasingly complex and competitive environment. The role will direct how we target key business investments, build effective new partnerships, select winning critical technology, and ensure our service becomes the very best in class. Delivery of an extensive and ambitious change programme is a key outcome for this role.

As the Executive Lead responsible for Data Protection and Data Security the role plays a vital part in ensuring that client data is secured, protected and utilised to best effect to deliver high quality services for clients.

Strategy

The Executive Lead – Digital, Strategy and Corporate Brand will provide expert housing and wider social policy advice to the company and will play a major role in the relationship between the company as a provider of housing services and Government, most notably the Minister for Housing & Communities. Converting the policy objectives set by the Minister and Government more widely, into workable strategies and objectives is a key area of focus for this role.

The role will lead development of our Strategic Business Plan and effectively communicate it throughout the company.

Corporate Brand

The Executive Lead – Digital, Strategy & Corporate Brand will deliver the company's stakeholder engagement strategy. The role will focus on the protection and promotion of the company's brand and reputation. The role will also be responsible for all corporate publications, including website, ensuring that our brand and values are fully incorporated.

The Health, Safety & Welfare of clients, colleagues and contractors is of paramount importance to the company and this role has responsibility for our Health and Safety strategy and adherence to safe working practices throughout all of the company's operations.

Building and maintaining strong relationships with key stakeholders, the media and general public is an essential element of this role.

Job Specific Outcomes

- Set strategic direction for all digital aspects of the business and champion development and evolution of the digital and information service elements of our Innovation Strategy.
- Drive the digital capability and maturity of the business, delivering efficiencies and client benefits which reduce digital exclusion.
- Empower the Digital, Information Services, Health & Safety and Change Teams to deliver to their best in accordance with the Andium values, ensuring they consult effectively and provide rapid, flexible, innovative and dependable service solutions to clients and colleagues
- Engage proactively with Clients, Board Members, Colleagues, Ministers, Government officials, the Scrutiny function, External Partners and Stakeholders, to build strong and effective relationships as a trusted partner. Hold partners to account against agreed standards and targets and instil confidence in the ability of the company to deliver meaningful outcomes and benefits.
- Provide specialist housing expertise in relation to Housing Policy development, for the company and when called upon, Government, to ensure the very best policy outcomes which deliver benefits for the company, for the island and for residents.
- With the Executive Team optimise the success of the business through the delivery of an ambitious Strategic Business Plan and change programme, maximising benefits for clients, colleagues and stakeholders.
- Provide wider professional leadership across the Andium business and externally to promote Andium's values and culture and to encourage diversity and the development of skills and experience in accordance with agreed succession plans.
- Lead the company's approach to managing all aspects of Health and Safety, ensuring the company and our contractors operate safe working practices in line with legislation.
- Recognising that the company places the highest possible value on client personal data in particular, lead activities which ensure data security for the company.
- Work collaboratively with the Executive Team to optimise delivery success and efficiency through change, to ensure that all change is transitioned economically into resilient operation, allowing Colleagues to embed and adapt to change effectively to maximise benefits.

Knowledge and experience required

- The ideal candidate will be an established and experienced housing professional, with a strong record of achievement in the affordable housing sector. Demonstrate a strong record of continuing professional development and engagement and preferably be a Chartered Member of the Chartered Institute of Housing.
- The candidate should have demonstrated successful experience in the application of digital solutions in a housing context, preferably for an affordable housing or public authority housing provider.
- The candidate will be knowledgeable in all aspects of digital change management and be a certified practitioner in a relevant project and programme management discipline (such as Information Technology Infrastructure Library, Service Integration and Management, Projects in Controlled Environments 2, Managing Successful Programmes) and evidenced successful delivery in its use.
- The candidate will be a proficient user and have experience of the implementation of bespoke business systems, with at least 10 year's leadership experience in a similar or larger sized firm, the candidate should have demonstrated a commercial, but highly customer-focussed ethos, with a strong commitment to evidence-based delivery for customers.

- The candidate will hold or be studying towards a recognised qualification in Data Protection, as a minimum, the Practitioner Certificate in Data Protection or equivalent.
- As an inspirational leader, the candidate must have demonstrated their ability to motivate effective multi-discipline teams and to bring disparate groups together to a common purpose, in particular aligning business, political and technical objectives, particularly when managing the interface between change and business as usual.
- An excellent communicator, the candidate must be able to analyse complex business, political and socioeconomic challenges, with a track record of being able to translate their recommendations and influence and advocate in ways that can be clearly accepted and understood by clients, our Board, colleagues, political stakeholders and other partners.
- A persuasive and skilful negotiator, the candidate must be able to obtain commercial returns on investments by developing productive partnerships and effective utilisation of a network of relevant contacts, relevant experience and resources.
- As a mentor to the next generation of Andium leaders, the candidate must demonstrate and welcome sharing their skills, knowledge and experience and be skilful at identifying personal development needs and solutions to address succession planning challenges.
- Adaptable and resilient, the candidate must evidence agility in deployment in response to external drivers, retaining open-minded sensitivity to internal constraints whilst maintaining momentum on key business objectives.
- The candidate must demonstrate an understanding and alignment with Andium Homes values and attributes and behaviours that evidence an ethos suitable to the diversity of challenges encountered by the company.
- As a member of the Executive Team, the candidate must be able to demonstrate strong leadership, confidentiality and discretion, political acumen and assertiveness, as well as the confidence to present to any Island audience, including media, and to be bound by collective corporate responsibility.

Statutory responsibilities: This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly support someone who is standing for election or playing a public part in any political activity.