

July 2024

Reports to:

AD – Assets & Growth

Job Description:
Development Manager



Direct Reports

- x3

Department:
Assets and Growth

Job Purpose:

- To lead a high performing Development Team for compliant delivery of an Affordable Housing development programme
- To take a key role in the delivery of asset and commercial activity including disposals, rationalisation activity and commercial leasehold
- To take a key role in the delivery of new business activity, including identifying opportunities and taking them from inception to completion.

Main Duties & Responsibilities:

- To lead and Manage a dedicated national Development Team to ensure that Muir achieves all operational requirements and targets for development delivery
- To lead the Development Team in meeting all regulatory and compliance requirements, including adherence to the Homes England Capital Funding Guide/Policies & Procedures
- Responsible for delivering new homes and associated services (e.g. new home information, handover, adding assets to CX (or equivalent) and defects service) that meets customer needs and requirements.
- Responsible for stakeholder relationships both internal and external which enable effective delivery of the Development Programme (key relationships – Homes England/Developer Partners/Internal Departments/Local Authorities/Development Consortium)
- Ensure full compliance with all legal and regulatory health and safety requirements.
- Participate in the annual budget setting process relevant to the Assets and Growth Delivery Team and Manage budgets and resources in accordance with delegated authority and the Association’s policies and procedures. Take responsibility for required corrective action when necessary.
- To have responsibility for policy, process and web content and ensuring customer satisfaction
- To develop a substantial network of suitable contacts amongst agencies, developers and individuals who are likely to assist in promoting Muir’s ambition as a provider of new homes and excellent services.
- Managing a team of external professional consultants to achieve effective outcomes in accordance with Muir procurement policies.

Main Duties & Responsibilities continued:

- Take a lead on land and property acquisition process providing development appraisals on prospective sites taking new schemes from inception to completion including approval. Ensuring that sites offer a balanced, well informed mix and site layout, consistent with market projections, competitor activity and sales intelligence.
- To maintain and provide information as required for Board / EMT/other internal reporting and external reporting to relevant stakeholders, ensuring all related information is accurate and provided in a timely manner
- Maintain knowledge of changes which may affect service delivery and report or seek service improvement accordingly
- Deputise for and undertake such other duties and responsibilities as may be specified by the Assistant Director of Assets and Growth

General Duties & Responsibilities:

You will:

- Maintain accurate and timely management information
- Provide effective and comprehensive report information
- Support quality and control assurance processes including internal audit and policy and procedure review
- Work with a high degree of flexibility including occasional evening or weekend working
- Ensure a customer focused journey through the process with high satisfaction levels
- Provide cover for Officers where required
- Undertake other duties and responsibilities as may be specified by the Assistant Director and which are commensurate with the level of the job
- Be a positive ambassador who Lives Our Values Everyday through effective partnership working to help us achieve our ambitions

Personal Specification:
Development Manager



Education & Qualifications: (E = Essential / D = Desirable)

- Degree level of education or equivalent through relevant training/experience – (Essential)
- Appropriate professional qualification such as CIH, RICS, CIOB or equivalent graduate level qualification – (Desirable).

Experience: (E = Essential / D = Desirable)

- Experience of managing a successful Development team within affordable housing including in accordance with Homes England Capital Funding Guide/Policies & Processes. (E)
- Previous experience of a Housing Association Development environment including but not limited to – programme management, new business (pre-contract delivery), post contract delivery, continuous service improvement. (E)
- Experience of delivering exceptional customer service (E)
- Experience of carrying out market research and competitor analysis. (E)
- Experience of successfully managing and motivating a multi-disciplinary team to achieve results. (E)
- Experience of working successfully within a target driven environment (E)
- Experience of complex work and the ability to assess and critically challenge information (E)
- Experience in managing a team of external professional consultants – (E)

Knowledge: (E = Essential / D = Desirable)

- Effective working knowledge of MS office and outlook (E)
- Strong organizational and administrative skills (E)
- Knowledge of best practice in relation to procurement, tendering and contract documentation (E)
- Ability to negotiate and persuade confidently to achieve required outcomes (E)

Skills: (E = Essential / D = Desirable)

- Excellent communication skills both written and verbal (E)
- Confidently deliver complex information in a really understandable way (E)
- Customer focused and provide excellent customer service (E)
- Attention to detail and accuracy (E)
- Ability to manage a high and varied workload (E)
- Effective liaison with both internal and external customers (E)

Personal Attributes: (E = Essential / D = Desirable)

- Always supports and demonstrates organisational values (E)
- Develops and sustains effective working relationships (E)
- Demonstrates drive, determination and self motivation (E)
- Ability to work on own initiative (E)
- Flexible working and able to travel to and work across our geographic area and work additional hours as and when required to meet the needs of customers (E)

Our Values:

- **Caring:** We care about people and achieving results
- **Responsive:** We put our customers first, giving great service and doing what matters most to them
- **Passionate:** We take pride in what we do and always strive to do better.
- **Inclusive:** We work together and value each other
- **Dynamic:** We have a positive, solution-oriented attitude
- **Honest:** We have high ethical values, standards and strong governance.

