

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 2021-24 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

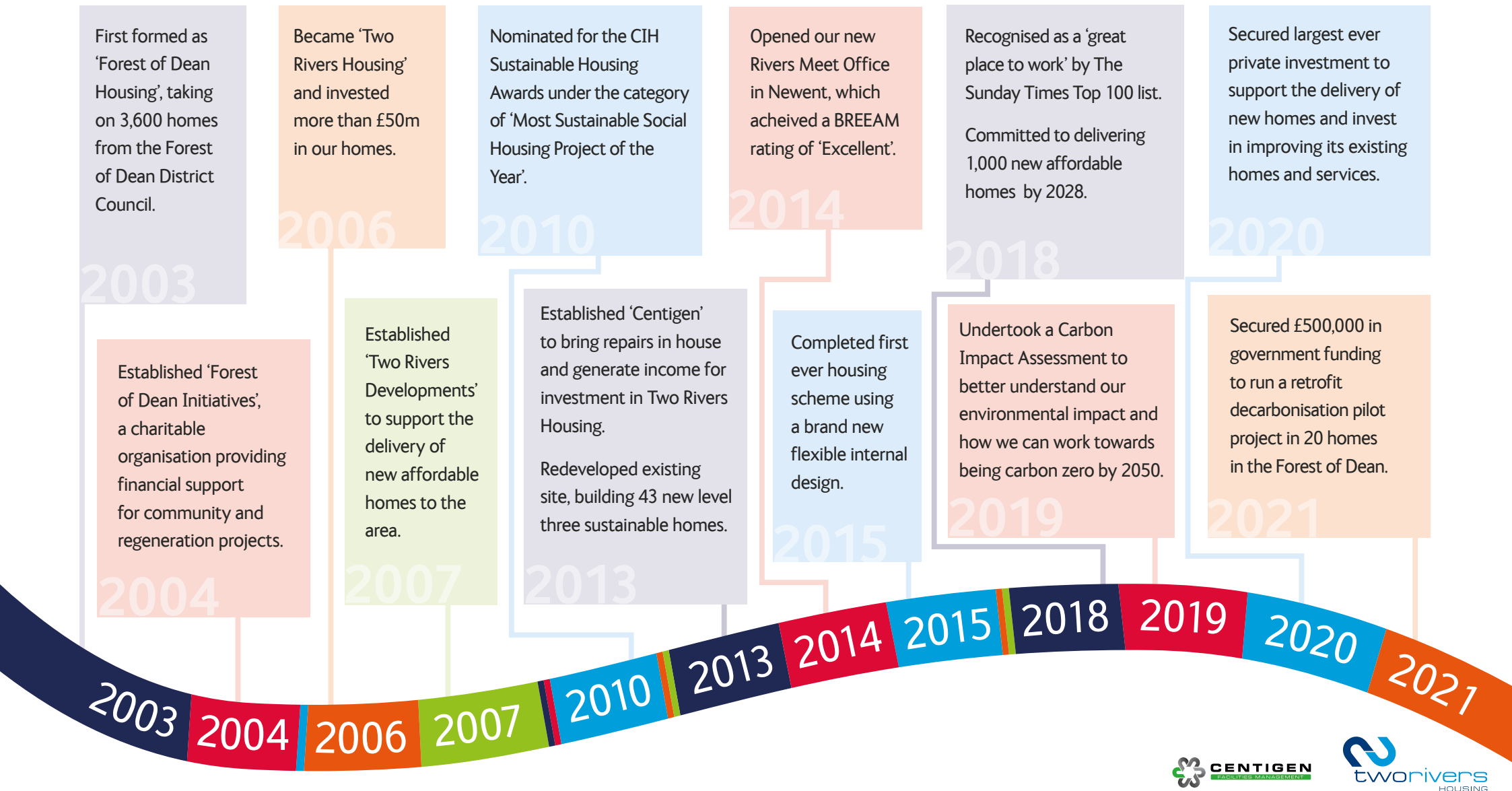


"Everyone should
have access to
a warm, safe,
affordable home
when they need it."

Garry King, Chief Executive,
Two Rivers Housing



Our history



2021-2024 organisation plan roadmap

To support the organisation plan and help us to focus on the right things, we have developed four organisation priorities: Our Homes, Our Customers, Our people and Our Corporate Health. The work we undertake in each of these will help move our organisation forward and ensure we continue to deliver on our promise to provide great homes and support communities. Within each of these priorities are key projects that will help us deliver on our ten year vision.



We will review these key projects annually and update this document to show the progress we are making towards delivering our 10-year vision.

The Two Rivers Housing Group

The Group consists of Two Rivers Housing Association and three 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.



- Asset holding
- Borrower
- Charitable registered provider



- Non-charitable
- Non-asset holding
- Limited company
- Development / property company

Two Rivers Developments is a limited company that was created to provide design and build services to Two Rivers Housing and manage developments for private sale. The profits generated from the sale of properties in the private sector are returned to Two Rivers Housing and invested in our planned maintenance programme as well as providing new affordable homes for, and services to, our tenants.



- Non-charitable
- Non-asset holding
- Limited company
- Maintenance and facilities maintenance

Centigen FM is a limited company that provides a responsive repairs service to Two Rivers Housing Association alongside facilities management and maintenance services to a number of organisations across the county. Like Two Rivers Developments, the profits it generates are returned to Two Rivers Housing and invested in our planned maintenance programme as well as providing new affordable homes for, and services to, our tenants.



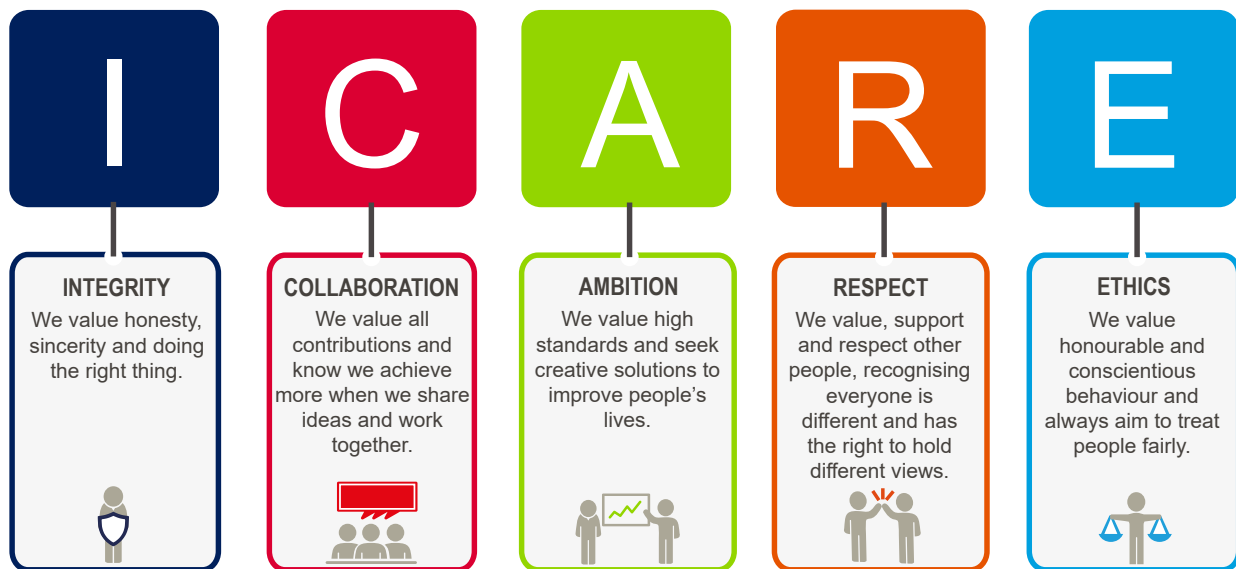
- Two Rivers Initiatives
- Charitable
- Community Benefit Society
- Community initiatives

Two Rivers Initiatives is a charitable initiative, which was set up to provide grants to support projects that contribute to the regeneration of neighbourhoods, strengthens the local economy or empowers residents. It has supported several local projects over the years including the re-lining of Bathurst swimming pool in Lydney.

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

And, in spring 2021 we commissioned England's leading tenant engagement experts, Tpas, to evaluate our current tenant engagement programme and provide recommendations for improvements. We'll be working through the report over the coming months.



Creating great homes

In 2018, we pledged to deliver 1,000 new affordable homes. At the end of 2020/2021, we had built 401 new homes across the Forest of Dean, 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 net-zero carbon by 2050. It is an important part of creating great homes that are both affordable to rent and run.

In 2021, we secured a £500,000 government grant to conduct a decarbonisation retrofit pilot project in a small number of our homes in the Forest of Dean.

This will give us a better understanding of how our older properties are performing and allow us to create a long-term improvement plan for our existing homes.

We are committed to making improvements to our existing homes and the way we operate over the coming years to enable us to be a net-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 160 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 our Two Rivers Initiatives Community Grant programme.

During the pandemic, our housing teams made thousands of calls to our most vulnerable tenants, helping to tackle loneliness and isolation during the national lockdowns.

We provided additional storage space to local food banks, so that they could safely store donations before they were distributed to those in need.

And our team found a way to support the local branch of the Salvation Army with its Christmas Toy appeal. Using online wish lists colleagues were able to donate toys and gifts direct to the charity. These were sent to children across the Forest of Dean.



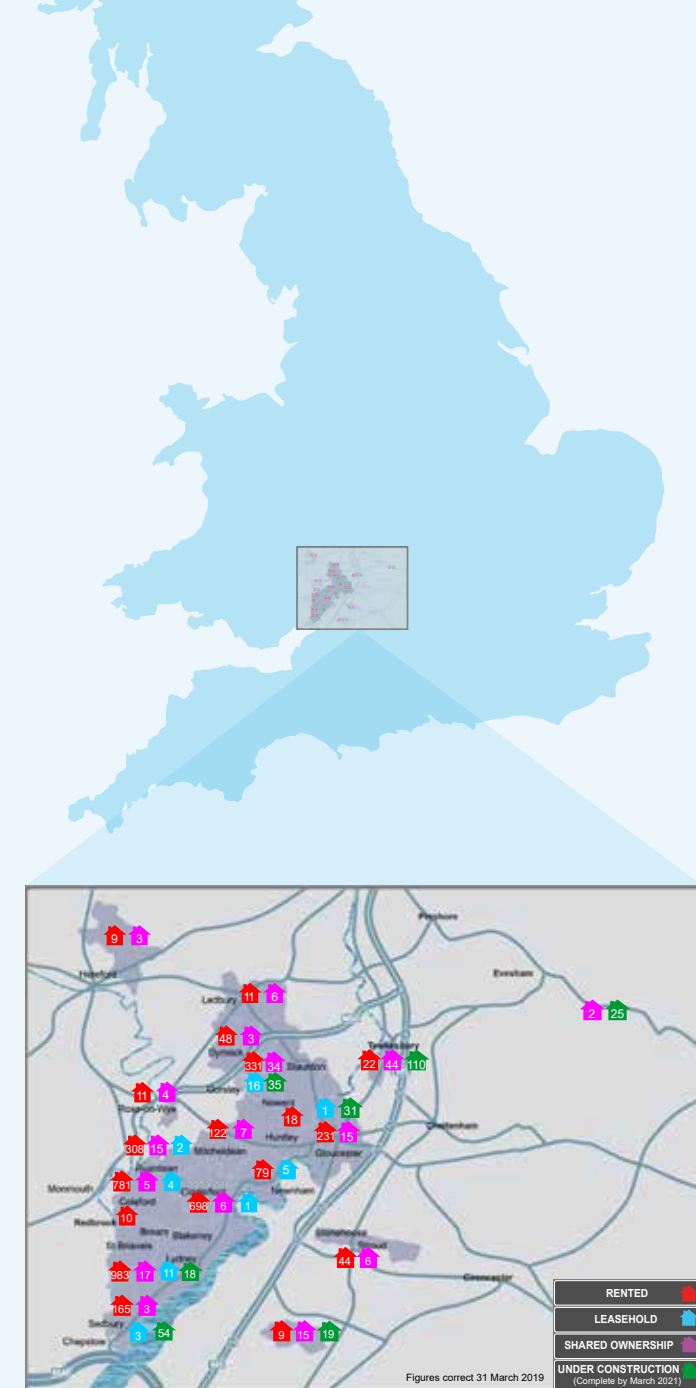
The Forest of Dean

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

Assistant Director of Assets

Reports to

Corporate Director – Operations

Overall Purpose

To provide leadership and set direction for the strategic management of assets. To be responsible for the leadership, strategic direction and operational management of a customer-focused asset, maintenance and compliance service. To be the senior lead for our in-house repair and maintenance company Centigen.

Responsibilities and outcomes

Key responsibilities

- Contribute to the effective leadership of the Two Rivers Housing Group as a member of the senior leadership team and deputise for the Corporate Director - Operations as necessary.
- Provide leadership to the assets, planned maintenance and repairs (Centigen) services, including developing a corporate, collaborative culture across these services. Prepare and manage annual capital and revenue budgets, ensuring that all income and expenditure is monitored and controlled within budget, levels of authority and audit requirements and that efficiencies and improvements are continually sought to ensure the delivery of value for money.
- Lead, the development and delivery of an asset management strategy and plan, which demonstrates a comprehensive understanding of the performance of our stock, maximises value, and delivers value for money in line with regularity requirements.
- Lead, develop and actively manage the Centigen business plan ensuring all operational and financial performances meet the targets and objectives set.
- Lead on developing plans to achieve net zero carbon and develop a sustainability plan, which sets out the roadmap for delivery.
- Contribute to the planning, resource and cost effectiveness of the Group's subsidiaries through corporate and operational plans and objectives.
- Ensure an excellent level of service is maintained and provided to our customers by meeting all key performance indicators and, ensure colleagues are actively engaged in continuous improvement.
- Successfully develop systems to improve service delivery, cost control and efficiencies.
- Ensure compliance with statutory requirements such as Building Safety and Construction Design, and Management Regulations and lead on compliance (HHSRA, asbestos, fire, Gas electrical, H&S etc)
- Strategic oversight of procurement, management, and delivery of all asset management services and contracts.
- Lead the stock condition survey programme and analysis to drive the stock investment programme for annual and long-term programmes of planned maintenance and property disposals.
- Lead on the development of Shared Ownership sales, leaseholder and freeholder management services including service charge implementation and ongoing service delivery.
- Implement appropriate performance indicators and performance management practices within the relevant service areas to ensure positive robust management.
- Prepare performance, risk and service development reports for the Corporate Director - Operations and Board, keeping them apprised of the effectiveness of service including making recommendations and developing action plans in line with the achievement of organisation objectives.
- Ensure health and safety requirements are met in accordance with the Group's policies, procedures and statutory requirements.
- Responsible for ensuring Two Rivers Housing complies with all current regulations with regards to building safety and the promotion and communication of building safety throughout the organisation and with tenants as appropriate.

Skills and experience

Experience

- Strong understanding of legislation, regulation and good practice covering all aspects of asset management, repairs and maintenance services, and the ability to apply this knowledge to practical delivery.
- Skilled in analysis of complex problems in asset management, with a focus on solutions.
- Experience of leading multi-disciplinary teams, motivating and supporting team members to achieve performance targets, individual development and service improvement.
- Significant experience of managing asset management and repairs services at a senior level.
- Experience of the procurement and implementation of maintenance and major repairs services at a senior level.
- Experience of managing in a customer-focused, performance-driven organisation within the housing, voluntary or private sector.
- Significant experience of using customer insight to identify trends and effectively target resources to address risks and exploit opportunities for service development.
- Proven track record of managing performance at individual and team level.
- Experience of managing significant budgets effectively and achieving income maximisation.
- Able to communicate effectively to a range of audiences including colleagues, residents, contractors, Board members and others.
- Proven track record of delivering service improvements and efficiencies.
- Effective problem solving and decision-making skills
- Experience of managing and motivating teams of external consultants and contractors.

Qualifications

- Professional qualification or equivalent in asset management/building surveying i.e. RICS/CIOB qualification.
- Leadership experience in housing, property or related areas. Evidence of continuous professional development.

Abilities and skills

- Excellent communication and interpersonal skills, able to collaborate effectively.
- Able to inspire others to deliver excellent service.
- Commitment to personal development and development of the team.
- Strong negotiator and influencer across a wide range of stakeholders.
- Able to demonstrate commercial acumen and entrepreneurial skills.
- Proactively demonstrates a strong commitment to health and safety.
- Demonstrates organisational skills with the ability to manage multiple projects and initiatives while meeting conflicting demands.
- Strong attention to detail and able to identify and mitigate risks.
- Effective people management skills with determination to develop, coach and motivate members of the team.
- Willingness to work flexibly on occasions regarding attendance at meetings, external conferences and other events – full driving license.

Two Rivers Housing Competencies

Two-way communication

Sharing facts and feelings to ensure we are all informed and encouraging others to speak, while listening to their views.

Personal and team effectiveness

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

Commercial and business awareness

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

Customer focus

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

Embracing change and solutions

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

Equality and diversity

Helping to create a working culture that recognises, respects and values Equality and Diversity and uses it for the benefit of all.

Leadership and motivation of others

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

Benefits of working for Two Rivers Housing

- ✓ A hybrid working policy is in place (please note that we are currently in a trial period) and the office is based in Newent, Gloucestershire.
- ✓ Annual holiday entitlement is 26 days, which increases to a maximum of 30 days based on service plus all public and bank holidays.
- ✓ Holiday purchase scheme (can buy up to five days holiday each year).
- ✓ Social Housing Pension DC scheme with matching employer contributions up to 6% including life cover at x3 annual salary.
- ✓ 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' full-pay and six months' half-pay (inclusive of SSP).
- ✓ Annual cost-of-living salary review.
- ✓ Personal development plans provide learning and development and CPD opportunities for all colleagues.
- ✓ Volunteering scheme.
- ✓ Health and wellbeing initiatives.
- ✓ Employee Assistance Programme.
- ✓ Other benefits and discounts.
- ✓ Cycle to Work scheme in line with the government initiative.
- ✓ Enhanced maternity and paternity leave provisions.
- ✓ Free office parking.

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.

Joined in 2017.



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 2018.



Rita Jones

Rita is a Two Rivers Housing tenant and has had a varied career including as a Pub Landlady.

Joined in 2016.



Ted Pearce

Director of Strategic Asset Management at Orbit Homes, a Fellow of RICS and RSA and member of BIFM.

Joined 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.



Jonathan Higgs

Chief Executive of Raven Housing Trust, he leads a team of 300 in the delivery of excellent service to more than 6,000 households.

Joined in 2021.

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

Carol 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.



Corporate Director – Operations: Suzanne Hemingway

Suzanne joined Two Rivers Housing in 2021. She was previously Strategic Director at Cambridge City Council where she was very involved in climate issues, including making sure that new and existing homes were energy efficient.



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.



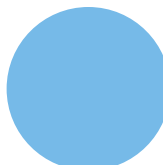
Assistant Director of People and Culture: Martin Ward

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

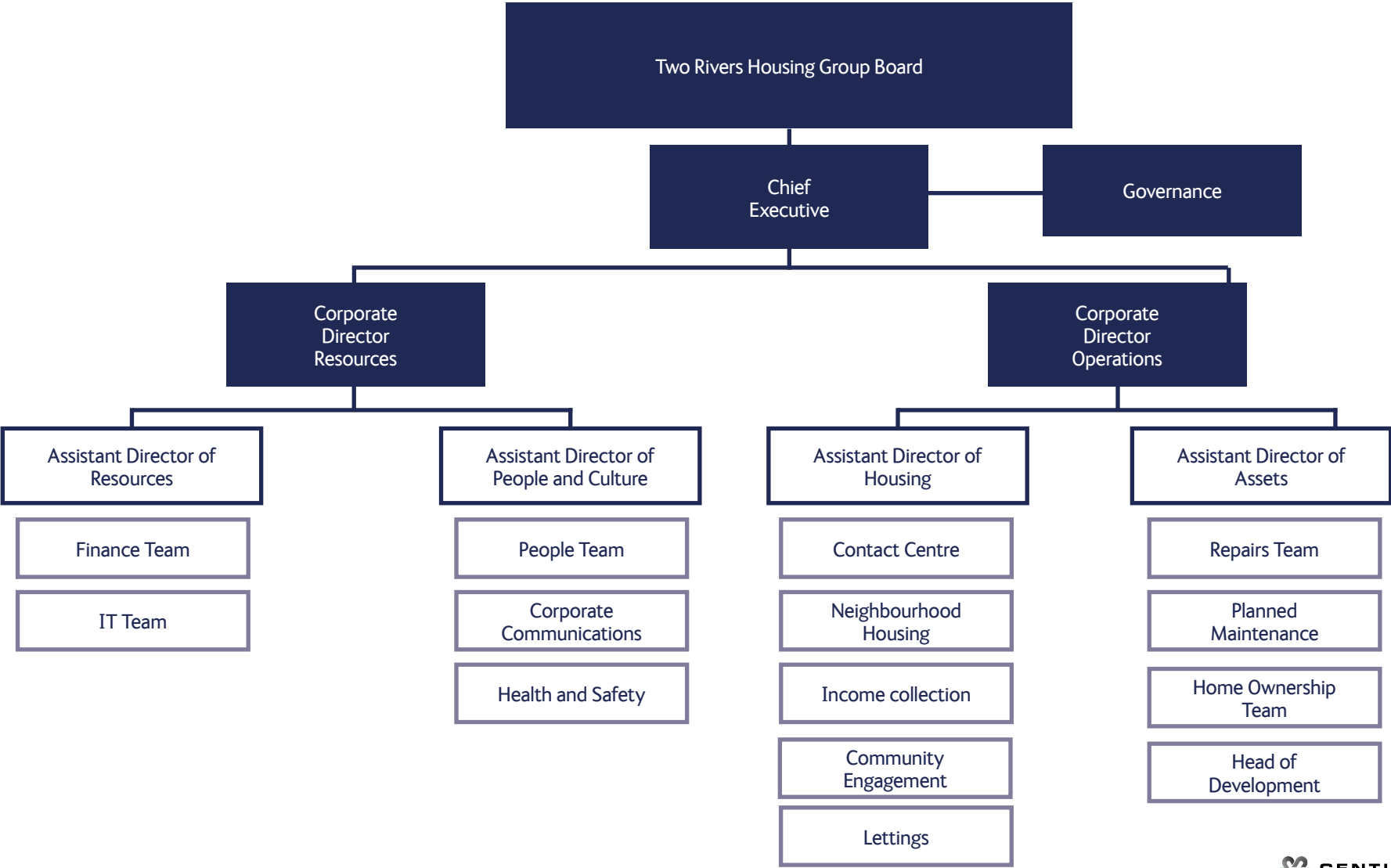
Rachel joined Two Rivers Housing in 2003 as a Policy and Performance Officer. She has worked her way up to the position of Assistant Director and supported the organisation in a number of other roles including Business and Support Manager and Head of Housing. Prior to joining, Rachel worked with individuals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



Assistant Director of Assets:

Responsible for leading our asset management, planned maintenance and our in house repairs service (Centigen), and developing plans to improve the sustainability of our homes as we continue on our journey to net zero carbon.

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

