

Job Description

Job title	Development Delivery Director
Profession	Property & Land Development
Band	C
Directorate	CIDO (Investment and Development)
Accountable to	Regional Managing Director

Job Purpose:

Each region has board-approved regional investment strategies which sees each region having autonomy to deliver between 500-1,000 homes every year, akin to the scale of a medium sized Housing Association or Housebuilder region. Each region is led by a Regional Managing Director and the regional leadership is organised between Land & New Business, Delivery and Sales; it is against this backdrop that the role of Development Delivery Director has been designed.

The delivery programme in each region is both varied and broad, ranging from urban, concrete-frame dense flatted blocks to small housing led schemes. The Development Delivery Director will be responsible and accountable for delivering all the new homes in each region to the programme, cost and quality set out within the regional investment strategy & business plan. The role will drive performance across their teams, ensuring that all the new homes SNG delivers will improve the quality of homes and places, and in turn SNG's customers' lives.

The Development Delivery Director will be responsible for the delivery of all types of development, whether that is via greenfield, brownfield, regeneration and S106 opportunities, administering joint venture partnership developments within the region ensuring customer satisfaction, commercial returns and best value on all schemes. Driving performance, visibility of pipeline current and future and routinely reporting progress, risk and remedial actions. They will play a key role in the regional leadership structure, leading by example working collaboratively with the Land & New Business, Regeneration and Sales functions – operating a one-team approach to ensure coordinated delivery.

The role will create and execute development delivery strategies for each scheme managing risk & cost with the teams, ensuring high quality product in line with SNG homes and place standard, safe development sites and driving progress to achieve on time delivery on a portfolio of schemes across the operating region. Focus on operational management, project execution, and assist in stakeholder engagement to ensure the smooth functioning and success of development activities.

The Development Delivery Director will build and actively maintain relationships with key partners including contractors, consultants LAs and developers. Keeping up to date with all relevant market intelligence to ensure competitiveness in our delivery.

Financial responsibility: £500million Development Budget across circa 80 development sites

People responsibility: 5 Direct reports, 15 Indirect reports

Autonomy:

Within broad direction set by Regional Managing Director, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done. The role will have autonomy to deliver all new homes in support of the Investment & Regional strategy underpinned by the CIDO business plan.

Key Accountabilities:

- Lead the effective delivery of the construction and delivery programmes including the robust management of budgets, timescales and quality of all schemes ensuring a high standard of customer service and align with SNGs homes and place ambitions.
- Drive regional performance to achieve delivery of the targets within the regional development plan, ensuring a high level of commerciality within the teams and driving accountability of the regional P&L.
- Working with the Land & New Business Director, scrutinise and sign off new land, building and development contracts in line with ambitions of the investment strategy ensuring all contracts are appropriately constructed to address risk and commercial issues.
- Manage the financial and risk management of the regional construction programme of approximately 500 – 1,000 homes per annum with the cumulative value of construction contracts circa £500 million. Implement strategies for delivering projects addressing issues such as commerciality of schemes and design.
- Lead and select the procurement and management of contractors and consultants ensuring desired outcomes are achieved and ensure personal involvement in more complex negotiations and dispute resolutions.
- Sit on JV boards as appropriate to represent SNG's interests ensuring commercial outcomes are achieved and adherence with relevant laws and regulations.
- Champion the "stage gate" development lifecycle, ensuring compliance to the processes, templates and policies. Proactively managing schemes through the stage gates, ensuring compliance and minimising delays and cost overruns.
- Champion the homes and place standard, play a key role on its implementation promoting to internal and external stakeholders. Ensure the development of new homes meet the strategic objectives of the standard.
- Work with Developers / Contractors and SNG Health and Safety team so that SNG's sites are safe places to work and visit. Review compliance with H&S regulations raising areas of concerns with Developers / contractors and working proactively to address these in a timely manner.
- Keep the board, investment committee and regional leadership team fully informed of the status of all construction projects.
- Develop strong external relationships that assist in the delivery of development opportunities at senior level with organisations such as: developers & their technical teams; local authorities' contractors; planning authorities.

Customer support

- Lead on managing quality to ensure the delivery of homes that exceed customer expectations and drive-up customer satisfaction.
- Establish and develop strong and collaborative working relationships with the localities and communities, property services and finance directorates to ensure that all new development fits the current needs of the business.
- Ensure dwellings are handed over to the rest of the business in a timely manner with complete asset information to ensure successful onward management and adherence to golden thread.

Leadership

- Manage the Regional Delivery teams with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.
- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the Delivery teams provide professional, reliable, and responsive services to the business.
- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.
- Act as key member of regional leadership team, developing the strategy for regional growth based upon knowledge and research of operating area.
- Play an active part in the development and delivery of the investment strategy & business plan through active participation in the CIDO leadership group.
- Contribute to the development and delivery of the corporate plan through active participation in the CIDO leadership group.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate objectives.

General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.

- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Significant experience in property development and project management.
- Ability to manage large complex programmes of work and navigating diverse environments.
- Track record of taking multiple projects through procurement to completion; creating teams to evolve the project and teams to manage the project once established.
- Deep knowledge of investment and development processes and regulatory requirements.
- Strong track record of having delivered results by translating the strategic vision into actionable plans, driving performance through effective coordination of cross-functional efforts to achieve organisational transformation.
- Strong experience of effective procurement through tender or frameworks of external contractors and consultants.
- Relevant experience in the delivery of housing projects with a strong knowledge of affordable housing.
- Strong understanding of the commercial markets and commercial practices relevant to delivering new development.
- Strong Financial literacy, with the ability to interpret development funding models and manage commercial risk.
- Empowered by exceptional interpersonal skills, active listening, and cultural competence to build trust and foster an environment of collaboration and innovation.
- Ability to Lead with inclusive practices, ensuring diverse voices are not only heard but celebrated and integrated into decision-making processes. Exhibits exceptional interpersonal skills, active listening, and cultural competence to build trust and foster an environment of collaboration and innovation
- Housing sector knowledge and insight or can demonstrate transferability from another related sector.
- Highly effective communicator with excellent personal presentation and written skills.
- Exercises good judgement; able to work with tact and diplomacy.
- Experience of working with senior executive and ability to use self-awareness to create a strong team.
- Strong project development skills and ability to work in matrix management structure.
- Able to network; adept and intuitive at managing a range of external relationships.
- Strong influencing skills and ability to develop and promote ideas.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4268	James Gibson/ Alexia Evans/ Joe Marshall	21/05/2024	
2.0	4268	James Gibson/ Joe Marshall	30/09/2024	
3.0	4268	Alexia Evans	02/12/2024	