

Role Profile

Role Title:	CHIC Head of Member Services (NW)		
Reports To:	Chief Operating Officer (COO)		
Location:	North West	Salary:	£45k - £55k, negotiable

BACKGROUND

ARK Consultancy Limited (ARK) acts as Agent for the Central Housing Investment Consortium Limited (CHIC), a consortium of social landlords focussing on collaborative asset management solutions (including direct materials procurement) for responsive repairs, planned investment, compliance and new development works.

Due to the acquisition of another consortium working across the North West and North Wales, CHIC needs to strengthen its member services team to provide a service to a range of members across a new region.

ROLE PURPOSE

The post-holder will be responsible for securing member engagement with CHIC, so that members choose CHIC as their preferred consortium for all procurement solutions. The role includes the responsibility to proactively market and promote CHIC and its products across the region to secure growth. The post-holder is responsible for providing an interface between CHIC, its commercial team and its members and suppliers.

PRINCIPAL RESPONSIBILITIES

CHIC OPERATIONS

1. To actively seek new members promoting the benefit and efficiencies by accessing the CHIC supply chain (materials, merchants, works and services contractors).
2. To work closely with CHIC's management and team members to provide cohesive operational support services to all of CHIC's members within the region.
3. To keep CHIC's COO and MD briefed and appraised of any account issues or concerns which may affect the efficiencies being achieved and operational support being provided to any of CHIC's members.
4. To assist with drafting any reports to the CHIC operational management team or Board of Directors as may be required.
5. To ensure that all follow-up actions required from member support meetings and discussions are proactively recorded, managed and resolved.
6. To attend regular CHIC operational team meetings when required.
7. To support establishing new procurement requirements identified by the business.

CHIC MEMBER SUPPORT

8. To meet with CHIC's members and supply chain, in order to promote use of CHIC's contracts and frameworks and ensure that members secure maximum efficiencies.
9. To meet with and support members, to ensure that operational usage of the CHIC supply chain is effective and to provide member support with training, system and catalogue development as required, both on site and remotely.
10. To manage the operational interface with CHIC's members using the emerging supply chain.
11. To work with CHIC's suppliers to maintain the efficiency of the CHIC supply chain.
12. To support the COO in working closely with CHIC's in-house catalogue management resource.
13. To identify where CHIC members can yield additional benefits and efficiencies by accessing the CHIC supply chain (materials, merchants, works and services contractors).
14. To work closely with CHIC's in-house catalogue managers to ensure that all member transactions are being efficiently managed and controlled, such that members yield maximum efficiency from the use of the CHIC supply chain.

KEY ACCOUNTABILITIES

BUSINESS DEVELOPMENT

15. To progressively grow the usage of CHIC's services and products with existing members.
16. To promote CHIC to new prospective members to grow these accounts.
17. To identify consultancy opportunities for ARK which may add additional value to consultancy clients.
18. To attend ARK's team meetings and related events, including conferences, exhibitions, client business development meetings and trade events.
19. Promote a positive image of ARK and CHIC through the development and maintenance of excellent working relationships with clients, partners, colleagues and ARK Associates.

RECORD KEEPING AND ADMINISTRATION

20. Establish and maintain appropriate records and files for ARK and CHIC.
21. Regularly update the Pipeline and Dashboard reports in order to keep accurate records of business performance.
22. Produce monthly Account Management Reports for all members directly managed.
23. Submit monthly documentation as required including:
 - Timesheets
 - Mileage and Expenses Claims

HEALTH AND SAFETY

24. Observe all safety rules and carry out safe working practices at all times. Take reasonable care for your own health and safety and of other persons who may be affected by your acts or omissions at work.
25. Appraise yourself of all health and safety practices of client organisations when working in and from the client's offices.

DIVERSITY

26. Be aware of ARK's responsibilities to provide a service that reflects and respects the diverse communities in which we work.

GENERAL

27. Undertake any such training as identified and agreed with CHIC's COO and MD.
28. Respect and uphold the confidential nature of the services that ARK provides to and for its clients.
29. All information held or used by you in relation to ARK Consultancy Limited and CHIC Ltd is to be regarded as confidential. You should not at any time disclose to any person any information as to the business dealings, finances, software, intellectual property, business models, processes and procedures of ARK or CHIC, nor any facts or knowledge in relation to ARK's clients or CHIC's members. All proposals, reports, business models, spreadsheets, memoranda and other documents in your possession (both electronic and hard copy) are and shall remain the property of ARK.

Person Specification

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SKILLS

- The ability to build positive relationships
- The ability to sell a concept/product to procurement and asset management professionals
- The ability to turn conversations into action
- Meticulous record keeping
- The ability to manage your own workload, work to deadlines and work well under pressure
- Excellent analytical skills
- Excellent cost management skills and understanding of value
- Ability to present at conferences, seminars and workshops
- Ability to independently problem solve.

KNOWLEDGE

- A comprehensive knowledge of the social housing sector in the North West, across the Pennines and in North Wales, with active contacts and strong relationships with key personnel in a range of social housing landlords
- A sound understanding of housing maintenance and construction
- A good understanding of how the social housing sector operates, particularly around asset management and building safety
- An understanding of off-site housing production and new development
- Proficient in the use of Microsoft Office products

EXPERIENCE

- A strong track record in working within/for the social housing sector
- A track record in effective sales business development management
- A strong track record in account management
- Good report writing experience
- Experience of the current housing market and prevailing issues around strategic asset management and building safety

QUALIFICATIONS

- Essential – Good GCSEs and A Levels
- Desirable – A degree in a relevant discipline and/or demonstrable experience of operating effectively in a fast moving, customer oriented business

This Role Profile forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at ARK's absolute discretion in the future.

As a general term of employment, ARK may effect any necessary change in job content, or may require the post-holder to undertake other duties, at any of ARK's or our clients' offices.