



NEW LEADERSHIP OPPORTUNITIES

Help shape the future of Broadacres and the rural communities we serve.

ASSISTANT DIRECTOR, PERFORMANCE AND RISK

FINANCIAL PLANNING MANAGER

FINANCIAL SERVICES MANAGER



CANDIDATE
PACK





CANDIDATE PACK

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WELCOME TO BROADACRES

THREE APPOINTMENTS. ONE SHARED PURPOSE.

Thank you for considering a career with Broadacres. This is an important moment for our organisation. We are proud of what we deliver for customers today and ambitious about what comes next: more safe, affordable homes, stronger services and an organisation equipped to meet the changing needs of rural North Yorkshire.



Our Firm Foundations programme is strengthening how we work and creating the platform for our next corporate strategy. These three appointments will play a central part in that journey, bringing together leadership across performance, risk, governance and finance so that we can make better decisions, use our resources well and deliver an even greater impact for customers and communities.

Each opportunity offers real scope to influence, improve and lead. You will bring your professional expertise, but just as importantly, you will help colleagues turn insight into action, strengthen organisational confidence and keep our purpose at the heart of decision making.

THE OPPORTUNITIES

**Assistant Director,
Performance and Risk** - £85,170
per annum

Financial Planning Manager -
£61,286 per annum

Financial Services Manager -
£55,893 per annum

Northallerton / hybrid working,
with regular on-site leadership
presence.





ABOUT BROADACRES

ROOTED IN NORTH YORKSHIRE. AMBITIOUS FOR ITS FUTURE.

7,000+

**ONE CLEAR PURPOSE:
GREAT HOMES AND
GREAT CUSTOMER
EXPERIENCES ACROSS
RURAL NORTH
YORKSHIRE.**



Broadacres is the rural housing association for North Yorkshire, serving market towns, coastal communities and some of the most rural areas within two National Parks. Our vision is to be the best rural housing association in the country, providing great homes and great customer experiences across the communities we serve.

For more than 30 years, we have grown alongside those communities. We now own more than 7,000 homes and provide homes for rent and low-cost home ownership, including shared ownership. Our work also includes extra care schemes, a women's refuge, accommodation for young people experiencing homelessness, and

services for people with learning disabilities and mental health needs.

More than 400 colleagues bring that purpose to life, including around 150 people in property maintenance and a further 150 supporting customers in their communities. Through our active development programme, we are building homes for rent and shared ownership, with new homes designed above current requirements to anticipate future standards.



OUR REGION: CHALLENGE AND OPPORTUNITY

A DISTINCTIVE REGION. A VITAL HOUSING MISSION.

The challenge

North Yorkshire is a remarkable place to live and work, but its beauty can mask significant housing pressures. House prices and rents have risen faster than wages, while the supply of affordable homes has reduced. Second homes and holiday lets add further pressure in some communities.

The impact reaches beyond housing. When families cannot afford to remain, schools, local businesses, public transport and community services can all become harder to sustain. Providing affordable homes is therefore about more than bricks and mortar. It helps people stay rooted in the places they know, supports local economies and keeps rural communities thriving.



The opportunity

There is now renewed national, regional and local focus on rural housing. Broadacres intends to be an active part of the solution, using strong partnerships and available investment to deliver more affordable homes and champion the needs of rural communities.

The government's ambition for affordable rural homes, the Homes England £27.3bn funding programme to 2036, and partnership opportunities with the York and North Yorkshire Combined Authority and North Yorkshire Council create a strong platform for progress. Our established relationships with the North York Moors and Yorkshire Dales National Parks will also remain central to delivering much-needed homes in these exceptional places.

Our ambition is to play a leading role as an anchor institution for North Yorkshire: building homes, strengthening communities and using our influence to create lasting local value.



BUILDING ON STRONG FOUNDATIONS

BUILDING FIRM FOUNDATIONS FOR WHAT COMES NEXT

Broadacres is a successful and resilient organisation with a strong record of delivery for customers and communities. We are now building on those strengths through Firm Foundations, a significant 18-month programme that will prepare Broadacres for its next phase of ambition.

Firm Foundations is about making practical improvements that customers and colleagues can feel. It will strengthen how we make decisions, use data, manage resources and work together, while ensuring we remain ready to meet future demand for safe, affordable homes.

FIRM FOUNDATIONS PRIORITIES

CUSTOMER EXPERIENCE

Delivering reliable, high-quality services with customers at the heart of decisions.

FINANCIAL RESILIENCE

Using resources effectively to maximise value and support future investment.

DIGITAL ENABLEMENT

Using technology, data and insight to improve services and the colleague and customer experience.

ORGANISATIONAL EXCELLENCE

Building capability, accountability and a culture of continuous improvement.



THE IMPACT

By delivering Firm Foundations, Broadacres will be better equipped to respond to the housing needs of rural North Yorkshire, create greater impact for customers and partners, and move confidently towards future growth. The leaders appointed through this campaign will help turn that ambition into sustained organisational performance.



WHY JOIN BROADACRES?

Colleagues are recognised as Broadacres' most valuable asset. The organisation is committed to quality, learning and progression, with opportunities for development, training and qualifications.

**BRING YOUR
EXPERTISE.
INFLUENCE
MEANINGFUL
CHANGE. HELP
US DELIVER MORE
FOR RURAL NORTH
YORKSHIRE.**



33 days' annual leave, increasing to 38 days based on service, including bank holidays.



Holiday buying scheme.



Access to BroadRewards, the total rewards platform.



24/7 confidential employee assistance and counselling support.



Pension options with life cover and ill-health provisions.



Smart Tech salary deduction scheme, eye care and flu vaccination vouchers.



Long-service awards, colleague lottery and payroll giving options.

ASSISTANT DIRECTOR, PERFORMANCE AND RISK

Team – Senior Leadership Team (SLT)

Direct team responsibility – 4 direct reports: Risk Manager, Data & Insight Manager, Governance Manager and Solicitor

Manager – Director of Resources

Budget responsibility – c£2m

Location – Northallerton/Hybrid

Job grade - 7

Role Purpose:

The Assistant Director, Performance and Risk provides strategic and operational leadership for Broadacres' performance and risk function. The role enables the organisation to achieve its corporate ambitions by ensuring robust assurance, high-quality insight, effective governance, proportionate risk management and sound legal advice across the business.

As a key member of the Senior Leadership Team, the role provides strategic leadership across internal audit, risk management, Board assurance, , data protection, performance reporting, data governance, Board support, executive support, risk and horizon scanning. As part of its governance responsibilities, the role supports the Company Secretary in ensuring effective Board and Committee governance and acts as Deputy Company Secretary when required.

The role will oversee the Risk Manager, Data & Insight Manager, Governance Manager and Solicitor, ensuring that their teams work collaboratively to provide trusted, proactive and professional support to colleagues, Executive Team, Board and Committees.

It will lead the development of an integrated approach to performance, risk, assurance and governance so that Broadacres has clear line of sight on delivery, emerging risks, compliance obligations and opportunities for improvement.

Working collaboratively across departments, the Assistant Director, Performance and Risk will champion evidence-based decision making, strengthen organisational resilience and ensure that performance, risk and assurance arrangements support good governance, regulatory compliance and value for money.

Organisational Structure



ASSISTANT DIRECTOR, PERFORMANCE AND RISK

Main responsibilities

Strategic Leadership – Performance & Insight

- Lead the development and continual improvement of Broadacres' performance framework, ensuring it provides clear, timely and meaningful insight into delivery against the corporate strategy, operational plans and regulatory expectations.
- Champion the use of data, insight and benchmarking to support evidence-based decision making, performance improvement and value for money.
- Ensure organisational insight identifies trends, root causes, emerging risks and opportunities, and supports proactive management action.
- Lead the development of self-service reporting, dashboards and reporting tools such as Power BI so that leaders and managers can access real-time information, interpret performance and make data-driven decisions.
- Develop organisational analytical and insight capability by supporting colleagues to interpret data, ask the "so what?" questions and use insight to improve performance, productivity and customer outcomes.
- Lead the organisation's data strategy, ensuring it develops Broadacres' data maturity, strengthens data ownership and provides the foundations for high-quality insight, performance reporting and strategic planning.

- Oversee the development of effective data analytics capability, including data warehousing, dynamic reporting and the use of insight tools to combine information from multiple systems and support organisational assurance.

What does success look like?

A trusted and embedded performance and insight framework is in place, supported by a clear data strategy and mature data capability, enabling leaders to understand delivery, take timely action and improve outcomes for customers and colleagues.

Strategic Leadership – Data Quality

- Provide strategic oversight of data quality, data governance and information management, ensuring data is accurate, consistent, accessible and fit for purpose.
- Ensure robust data governance arrangements are in place, including compliance with data protection legislation and information security standards.
- Promote a culture of data ownership and accountability across the organisation.
- Act as the senior organisational lead for data integrity and governance across systems, working with ICT and operational leaders to identify, prioritise and resolve data quality issues.

- Ensure operational stakeholder needs and customer/service insight requirements are reflected in future digital, data and reporting developments.
- Champion responsible use of artificial intelligence, machine learning and emerging technologies where they can improve data quality, insight, productivity and decision making.

What does success look like?

Reliable, high-quality data is trusted across the organisation and underpins decision making, regulatory assurance and service improvement. Broadacres has a joined-up approach between systems and data, growing data maturity and strong foundations for future digital, AI and insight-led improvement.

Operational Delivery and Impact - Risk

- Ensure effective delivery of risk management, internal audit, assurance, insurance, business continuity, fraud and probity arrangements.
- Maintain clear and up-to-date risk registers with appropriate controls, mitigations and assurance activity.
- Embed risk-aware decision making and ensure actions arising from audit and assurance activity are completed and evidenced.
- Oversee data protection responsibilities, including management of the Data Protection Officer (DPO), and ensure effective handling of Subject Access Requests (SARs) and Data Protection Impact Assessments (DPIAs).

What does success look like?

A strong control environment is evident with well-managed risks, effective assurance and clear visibility of organisational resilience.

Operational Delivery and Impact - Governance

- Ensure governance frameworks and processes operate effectively, including high-quality support to Board, Committees and Executive Team.
- Support the Company Secretary in the effective operation of Broadacres' governance framework, including Board and Committee administration, statutory and regulatory governance requirements, and act as Deputy Company Secretary where required.
- Deliver well-planned governance cycles, including agendas, papers, minutes, forward plans and action tracking.
- Support clear, timely and informed decision making through high-quality governance and reporting.
- Ensuring the Executive Team is effectively supported through high-quality coordination, prioritisation and information flow to enable efficient leadership and decision making.

What does success look like?

Professional, efficient and transparent governance arrangements are in place that enable strong accountability and effective decision making.

Operational Delivery and Impact – Legal Services

- Oversee the provision of in-house legal services, ensuring effective support to development, acquisitions, property transactions, contracts and housing-related matters.
- Ensure legal input enables the successful delivery of development and acquisition activity, including robust due diligence, planning agreements and use of external panel firms where appropriate.
- Maintain oversight of conveyancing and property transactions, ensuring they are efficient, legally compliant and aligned to organisational priorities.
- Ensure the delivery of clear, timely and pragmatic legal advice across operational and strategic matters, supporting informed decision making.
- Oversee legal risk, compliance and external legal providers, ensuring risks are effectively managed and value for money is achieved.

What does success look like?

A proactive and high-quality legal service that supports the delivery of development and operational priorities, with clear, timely advice, well-managed legal risk and efficient, compliant property and contractual activities which enables confident decision making and protects the organisation's interests.

Leadership and People Management

- Provide values-based and visible leadership and support to all direct reports and wider teams, role modelling an authentic leadership style with vision and drive which inspires and motivates colleagues.

- To lead, manage and motivate the Performance and Risk teams, providing guidance and coaching to ensure there is a high quality, high performing efficient and modern team approach and culture; and foster continuous professional development.
- To lead the teams with effective project management so that there is a planned programme of projects that establishes priorities and ensures resources are allocated accordingly.

What does success look like?

The Performance and Risk teams will be highly regarded across the organisation as an effective service. Working in partnership with colleagues and providing efficient, effective and pragmatic support to leaders, managers and colleagues.

Governance, Risk and Financial Management

- Responsible for managing allocated budgets within areas of accountability, ensuring resources are used effectively and demonstrate value for money.
- Ensure robust governance, risk, assurance, performance and compliance reporting is provided to SLT, Executive Team, Board and Committees.
- Responsible for managing and reporting on performance and risks, including KPIs and KRIs, within all areas of responsibility, using external information and benchmarking where appropriate.
- Ensure legal, data protection, probity, fraud, business continuity and assurance matters are managed in line with legislation, regulation, policy and agreed governance arrangements.

What does success look like?

The role holder will have a strong grip on performance, risk, assurance, governance and financial management across their areas of responsibility. They will provide clear, timely and responsive information to support decision making and will work closely with managers to improve services, manage risks and deliver value for money.

Stakeholder and Relationship management

- Proactively build relationships across the sector, with other organisations and national bodies, to bring best practice and new ideas into the organisation relating to Performance and Risk strategy for Broadacres.
- To build and manage relationships with external partners such as Housemark, NHF, RSH etc that promote and facilitate the achievement of Broadacres strategic ambitions.
- To represent and promote Broadacres at external events and networks.
- Lead the development and use of external and open-source data sets alongside internal data to provide context, support benchmarking and inform longer-term strategic planning, including future housing need and demand across North Yorkshire.

What does success look like?

The role holder will have demonstrable external networks to engage with as a source of new information, ideas and to share and showcase Broadacres' best practice. They will have effective and positive relationships with external partners that support and enable the delivery of the strategic goals.

General

- To be a visible senior leader at Broadacres. This means:
 - Being regularly present in the office, which includes demonstrable attendance and involvement in organisation wide meetings and colleague meetings, providing leadership on corporate matters beyond own area of functional responsibility.
 - Attendance at senior leadership team (SLT) meetings contributing to the wider leadership of Broadacres.
 - To champion EDI and act as a role model for inclusive leadership for colleagues and customers.
- To oversee all aspects of people management responsibilities for your areas of responsibility to develop and lead high performing teams. Ensure that Broadacres corporate goals (golden thread) and values and behaviours are embedded in the performance of teams.
- To effectively manage financial (budgets) and colleague resources to deliver value for money in all aspects of operations within your areas of responsibility.
- To ensure all work undertaken and services provided are compliant with data protection legislation.
- To be responsible for risk management across all areas of responsibility including specific risks pertaining to your operational areas of responsibility as well as H&S, financial, people and data risks and ensure that actions and decisions are made in line with our risk management framework.

- Undertake such other duties as may from time to time be allocated to the post holder commensurate with the responsibilities of the post.

What does success look like?

An effective and visible senior leader and role model. The role holder fully embraces the corporate strategy, plan, values and behaviours, regularly communicates Broadacres' performance and progress with the organisation and their own teams, ensures that operational processes and practices are complied with and inspires and motivates colleagues so that they can play their part in ensuring Broadacres is a high performing organisation.

Person Specification

Experience

Essential

- Significant experience in a senior leadership role, preferably in social housing or a regulated service environment.
- Experience of leading performance, risk, assurance, governance, data or legal services at organisational level.
- Demonstrable experience of reporting to and influencing senior leaders, Executive Team, Board and Committees.

Desirable

- Experience of Social housing /not for profit sector

Skills

- Strong **leadership skills** to inspire, guide, and develop colleagues, fostering a positive and productive organisational culture.

- Ability to lead and implement **significant change initiatives** by effectively engaging a diverse group of stakeholders to achieve optimal outcomes.
- Confident and credible leader showing strong commitment to genuine **collaboration** among executive team members and stakeholders.
- A strong commitment to **equality, diversity and inclusion** promoting inclusive practices and seeking equitable outcomes for all.
- Highly developed **written and verbal communication skills** with the ability to tailor messaging effectively to a range of audiences.
- Excellent **people leadership skills**, with a track record of motivating, developing and leading high performing teams.
- **Strategic thinker**, able to see the big picture, anticipate future challenges and translate this into clear, deliverable operational plans.
- Excellent **organisational skills** able to successfully manage competing priorities/projects and work to tight deadlines in a rapidly changing environment; planning, generating and adapting solutions accordingly.
- Strong **analytical capability** to analyse and interpret data from multiple sources to derive results, conclusions and recommendations.
- **Problem solving skills**, with the ability to analyse complex issues and problems, assess solutions and reach sound decisions.
- **Risk management skills**, able to dynamically assess risks to identify potential impact, mitigations and controls needed.
- **Innovative and forward thinking** to identify and implement creative solutions and continuous improvements to systems, processes and services.

- **Financial management skills**, with the ability to understand financial information accurately and make sound financial decisions that demonstrate value for money.
- High levels of **digital and IT literacy** and able to champion and promote digital ways of working to enhance efficiency and service delivery.
- Excellent **interpersonal skills** with the ability to establish and maintain positive relationships with a range of internal and external stakeholders.

Knowledge

- Awareness and understanding of key policy, legislative and regulatory issues for the social housing sector and services within a Resources Directorate.
- Knowledge of performance management, risk management, assurance, governance, data protection and data governance principles.
- Knowledge of data maturity frameworks, data ownership, data warehousing, reporting tools, external data sets and emerging opportunities from artificial intelligence and machine learning.
- Knowledge of the regulatory and legal frameworks within which Broadacres operates.

Special Requirements

- Take ownership of issues and decisions and care about achieving high standards.
- Role holders will work flexibly, balancing home working with regular presence across Broadacres' portfolio, typically 2–3 days per week in the office. Maintaining strong leadership visibility and an accessible leadership presence is a key requirement of the role.
- Willing and able to work outside normal office hours, including attendance at evening meetings.
- Current driving licence.

Qualifications

- Educated to degree level or equivalent professional experience.
- Evidence of Continuous Professional Development.

HOW TO APPLY

READY TO MAKE A DIFFERENCE?

If you are motivated by Broadacres' purpose and excited by the opportunity to help shape its future, we would welcome your application.

Please prepare and submit:

- A CV, with a recommended maximum length of two pages.
- A supporting statement or cover letter, with a maximum length of one page, explaining your motivation for applying and the contribution you would bring to Broadacres.

TIMELINES

Closing date: Sunday 27th September

Interview date: Week commencing 5th October and will include a presentation for all roles