

# Corporate Services Manager

## Recruitment Pack





Dear Applicant,

Thank you for your interest in Tpas. I am delighted that you have requested information about the position of Corporate Services Manager.

Tpas is a unique organisation and one which needs dedicated and talented individuals to help the organisation to even greater success.

Tpas was established in 1988 and since that time it has gained an unrivalled reputation for providing tenants and landlords with high quality services. We bring tenants and landlords together. Because together we know we can find solutions to improve services, save money and bring lasting change to communities.

Operating across England, we are a membership organisation representing over 3 million social homes and we currently have 13 staff.

It is my role to work closely with the Tpas Board to ensure that Tpas grows and develops as a financially sound organisation delivering excellent customer service and with a strong influencing voice at the heart of national decision making.

The landscape in social housing is constantly changing and evolving with new regulation and an increased media spotlight. We are confident that we are well placed to meet those demands building on our successful track record but recognise that we need to continue to anticipate change and provide services to meet our members' needs. There are many challenges ahead for us, as with many organisations, but there are also some great opportunities. I hope you will want to join us to add your passion, commitment and skills to the great team at Tpas.

I look forward to receiving your application.

Yours Sincerely,

A handwritten signature in black ink that reads "J. Osbourne". The signature is fluid and cursive, with a large initial 'J' and a long, sweeping underline.

**Jenny Osbourne**  
Tpas Chief Executive



## Tenants Charter

In the 1970's tenants in Britain were campaigning for legal rights, especially for security of tenure and consultation. Tenants group began to join together. The National Tenants Organisation was formed and the NTO launched its own "Tenants Charter".

In 1980, the Government introduced the Housing Act in England and Wales. The Act did not apply to Scotland and so tenants in Scotland had no statutory legal rights to consultation.

Scotland had a very active Scottish Tenants Organisation and with the help of the Scottish Consumer Council, housing workers, academics, Shelter and other organisations, a plan was put together to try and support and encourage greater tenant involvement.

The first Tenant Participation Advisory Service was set up in Scotland in 1981.

## HRH Duke of Edinburgh's Inquiry British Housing

In 1985, an "Inquiry into British Housing" was launched, chaired by HRH the Duke of Edinburgh.

The report emphasised the need to involve tenants in all aspects of housing management, the need to support and encourage the development of tenants associations and to provide resources to help tenants. The Inquiry praised the work of Tpas in Scotland and recommended setting up a similar service for England and Wales on a regional basis.

## Launch of Tpas for England and Wales

In November 1985, the National Consumer Council took up the Inquiry's recommendation about support for tenants and the idea of a Tpas (and a Tenants Information Service) and set up a consultative conference for Tenants Organisations from all over Britain to discuss the ideas. A steering group was formed.

In 1988, success was achieved and Tpas was launched as an independent advisory service for both tenants and landlords. The aim was to have a membership organisation run by equal numbers of tenants and landlords representatives, with funding from subscription and consultancies to match the Government funding. Tpas began as one small office in Salford and moved to its current location of the Old Trafford area in 2002.

## Tpas today

We are now England's leading tenant engagement experts. We're dedicated to improving tenant engagement standards across the country. We bring tenants and landlords together through a wide range of services, independent and impartial advice, support, consultancy, and training.

Tpas is a unique social housing membership organisation representing over 1000 tenant and resident groups and 285 registered providers.

We are regarded as an important stakeholder for the Department of Levelling up, Housing and Communities (DLUHC), Regulator of Social Housing (RSH), Chartered Institute of Housing (CIH) and many more.



## **Tpas: Who we are**

We create the conversations that matter. We bring landlords and tenants together. Because together we can find solutions to improve services, save money and bring lasting change to communities.

## **Tpas Distinctive Values**

Tpas strives to be an ethical organisation. We bring our ethical values to all areas of our business, as an employer, as a service provider, and as a membership body. We are a not-for-profit social enterprise, open to listening, learning and achieving continuous improvement. The following values underpin and define our work:

**Integrity**

**Inclusion**

**Innovation**

**Passion**

**Professionalism**

**Tenacity**

Tpas membership also defines clearly what we are – serving landlord, tenant and other members who in turn provide funding, resources and goodwill well beyond that of a commercial relationship. Our staff contribute professionalism in their work – drawing upon the ethical approach and combining it with a clear ability to interpret that approach in all their work. Tpas seeks to influence through the quality of our ideas and our ability to draw up the experiences of Tpas members. We value diversity and reflect that value in what we do through our work, membership and influencing.

[www.tpas.org.uk](http://www.tpas.org.uk)



## Job Description

<b>Job Title:</b>	Corporate Services Manager
<b>Responsible To:</b>	Chief Executive
<b>Salary:</b>	£30,000 per annum
<b>Contract:</b>	Permanent
<b>Location:</b>	Home based

## Job Role and Purpose

Tpas England are looking for a Corporate Services Manager to join the team in an exciting period of growth. The role will be to deliver a critical support and coordination role for the whole organisation.

This role will be to ensure Tpas has sound and effective internal procedures and systems. We are a small team very focused outwards on our members and our clients.

We need someone like you to focus on our “back office” functions such as governance, HR and policies. There are lots of things to be sorted out to ensure we are up to date, can access central information quicker, are making the best use of technology and are finding ways to help the wider staff team to have more time to focus on our customers.

This is a role that would suit someone who is extremely organised, methodical, has a strong administrative background, can command the respect of colleagues and likes to have lots of different aspects to their role. It’s a highly practical role that requires someone who can see a problem and then research and investigate to find solutions.

You will work across the whole organisation, including supporting member engagement, communications and our business services.



## 1. Main tasks

Led and supported by the Chief Executive the main tasks are:

1. Support the governance function through diarising board meetings, taking meeting minutes, business planning cycle, tracking board meeting action log, handling any board member travel requirements, managing the recruitment for any new board members and updating Tpas Constitution through external advisors.
2. Coordinating the HR activity across the organisation including recruitment, inductions, policy reviews, review staff handbooks, pay and reward systems.
3. Act as the PA to the Chief Executive for diary and travel management.
4. Responsible for managing our internal admin for annual leave holiday requests, monitoring timesheets, credit cards etc.
5. Systemically review all Tpas internal policies to ensure they are up to date and fit for purpose. To liaise and consult with staff as needed to update.
6. To hold the map of all Tpas key stakeholders and partners and work with staff to develop ways to maximise these relationships.
7. To review Tpas internal IT systems and lead on improvements to information storage and retrieval, key performance information sharing, investigating a new Customer Relationship Management system.
8. Responsible for Tpas back-office requirements such as insurances, purchasing and support contracts.
9. Using project and event management skills to carry out any other duties that may be reasonably requested in support of Tpas business plan objectives.



## Person Specification

EXPERIENCE	
Experience of high level administrative work/and or project management	Essential
Experience of working as part of a successful team	Essential
Experience of working with a range of customers and stakeholders either in person or remotely	Essential
Experience of diary management	Essential
Experience of working with a Board of Directors or similar	Desirable
Experience of working in a membership organisation	Desirable

SKILLS	
Good research skills to supply information to wider team	Essential
Excellent written and oral communication skills: ability to relate to a wide range of people and communicate with a high standard of written English	Essential
A high standard of practical IT skills over a range of applications	Essential
Able to use own initiative to identify good practice to share, solve problems and work independently	Essential
An eye for detail and a commitment to achieving accuracy	Essential
Able to work flexibly, adapt to change and maintain a positive attitude	Essential
Understands, able to use and create content for social media effectively	Desirable

KNOWLEDGE	
Understanding of the principles of policy and strategy development	Essential
Committed to promoting Equality, Diversity and Inclusion	Essential
Understanding of current social housing policy and practice	Desirable

ADDITIONAL	
Prepared to travel around the country and occasionally spend time away from home	Essential
Hold a valid driving license	Desirable



## Information for Candidates

### 1. Salary and Contract

The full time salary for this role from £30,000 per annum.

The pay month is the calendar month. Salaries are paid in arrears by the last working day of the current month. This post is a permanent contract.

### 2. Hours of Work

The basic full time hours for this post are 35 hours per week. Because of the nature of the role you may occasionally be required to work more than this or work in the evenings. Tpas operates a TOIL system for taking back any extra hours worked.

### 3. Holidays

The leave year runs from 1st April to the 31st March. In addition to statutory holidays the annual leave entitlement is 25 days annual leave, plus up to 3 discretionary extra days given at Christmas. The annual entitlement increases up to 30 days after five years' service.

### 4. Pension

Tpas pays contributions on your behalf to the State Pension Scheme and also pays an additional sum worth 8% of your salary as a contribution to an employee's personal pension scheme run by Friends Provident.

### 5. Death in Service

Tpas operates a Death in Service scheme which pays four times your salary to your dependents in the event of your death whilst working for Tpas.

### 6. Probation

You will join us on an initial probationary period of four months.

### 7. Place of Work

As Tpas no longer operates a fixed head office the post will be home based.

The vast majority of Tpas staff, including this posts Line Manager, are based out of the North West/Yorkshire area and as such we think it would be advantageous for the successful applicant to be within an hours commute to Manchester in order to easily facilitate meeting with colleagues approximately 1-2 times per month. Tpas have been home working since the onset of the pandemic. We will keep assessing what our future co working practices might be but at the moment the working assumption is for various staff to meet together on a monthly basis. Tpas will not return to a fixed office for the foreseeable future so applicants should consider carefully if this is the working environment they can see themselves working within.

### 8. Expenses

Business mileage is paid at 45p per mile. Tpas does not operate a company car scheme/allowance.

### 9. IT

You will be provided with a mobile phone, laptop and other equipment as required in order to fulfil your role.





## How to apply

### 1. Completing the Application Form

Before completing the application form, please read the job information carefully. The information you provide about yourself on the application form will be used as the only basis for drawing up an initial shortlist.

### 2. Personal Details

The information in this section will not be seen by the shortlisting panel. All application forms are coded and the front page with your personal details is removed before short listing takes place.

### 3. Education

Please complete this section fully ensuring you tell us about any courses you are attending or any qualifications you have obtained.

### 4. Work Experience and Employment History

Write here the names and addresses of your present and past employers giving the current or most recent first, dates of employment and position(s) held. Please give details of the length of notice you are required to give in your present post and details of your current salary.

### 5. Supporting Information

The main part of the decision whether or not to interview you will be based on the information you provide in this section. No assumptions will be made about your experience, skills, achievements and reasons for wanting the job. It is important that you tell us if you have the skills, experience and competencies we are looking for and for you to give us evidence that you have them.

It is up to you to decide how to structure your response to this section. You may want to provide details of skills or experience gained outside work that you think will be relevant or assist your application. This may include work undertaken at home, community activities, or work as a volunteer.

### 6. References

We require two references. One must be your present employer, or if not currently employed, the most recent employer. If you are returning to work after an extended period and have difficulty in providing us with details of your last employer, please let us know. Please also let us know (by ticking the box) if we may obtain references prior to an offer of appointment. References may be requested prior to interview if candidates have no objection. All Tpas jobs are offered subject to satisfactory references.

### 7. Submitting the Application Form

The deadline for receipt of application forms is **Friday 20th May at 10.00am**.

Please submit your application form via email to [jenny.osbourne@tpas.org.uk](mailto:jenny.osbourne@tpas.org.uk)

Tpas accepts no responsibility for the late arrival of any applications. Your application form will be acknowledged and treated with strictest confidence.



## 8. Short listing and Selection Process

After the closing date all applications will be considered and assessed against the requirements of the role.

The following timetable will then apply:

ACTIVITY	DATE
Closing date for return of applications	Friday 20 <sup>th</sup> May, 10.00am
Shortlisting by panel	Monday 23 <sup>rd</sup> May
Interview Date	Tuesday 31 <sup>st</sup> May
Anticipated Start Date	As soon possible

Applicants should note the date that has been set for interviews. No alternative date can be offered.

## 10. Further Information

If you would like an informal and confidential discussion before submitting your application please contact Jenny Osbourne, Chief Executive on [jenny.osbourne@tpas.org.uk](mailto:jenny.osbourne@tpas.org.uk)