

# National Consultancy Manager

## Recruitment Pack





Dear Applicant,

Thank you for your interest in Tpas. I am delighted that you have requested information about the position of National Consultancy 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.

Based in Manchester but operating across England, we are a membership organisation representing over 2.8 million social homes with have 10 staff.

The landscape in social housing is constantly changing and evolving. 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.

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.

I look forward to receiving your application.

Yours Sincerely,

A handwritten signature in black ink that reads "J. Osbourne". The signature is written in a cursive, flowing style.

**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 1250 tenant and resident groups and 230 registered providers.

We are regarded as an important stakeholder for the Ministry of Housing, Communities and Local Government (MHCLG), 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>	National Consultancy Manager
<b>Responsible To:</b>	Chief Executive
<b>Responsible For:</b>	Associate Consultants
<b>Salary:</b>	From £37,000 per annum
<b>Contract:</b>	Permanent
<b>Location:</b>	Home based: largely to cover southern England

### Job Role and Purpose

The National Consultancy Manager (NCM) will report to the Chief Executive and will be responsible for the development and delivery of the Tpas consultancy service, specifically for the southern region but on a national basis with colleagues too.

To act as project manager on multiple client projects and to manage and coordinate the work of Tpas associate consultants on multiple projects.

To liaise with external stakeholders to further Tpas reputation and income.

### 1. Main tasks

- 1.1) Develop, deliver and market all Tpas consultancy products and services such as landlord accreditation, strategic engagement reviews, scrutiny, regeneration and community development work.
- 1.2) Budget management responsibilities including working with the Chief Executive in setting and monitoring consultancy budgets and achieve income generation targets for each project, consultancy and Tpas as a whole
- 1.3) Project manage multiple projects from bid/tender stage, to interview, to contract management, financial management and evaluation
- 1.4) To directly deliver on client projects including scoping, pricing, liaison, problem solving, report writing, presentations and training
- 1.5) To recruit, support and line manage multiple Tpas Associates across the projects ensuring high standards of delivery and adherence to project contract and Tpas specifications
- 1.6) To ensure Tpas has a consistent approach to account management with members and clients with a coordinated and structured lead creation and conversion
- 1.7) Manage client relations by providing information and assistance and undertaking client visits to offer support and advice as required
- 1.8) Work with the Marketing and Communications Manager to provide material to support effective client communications including the Ezine and website news and any promotional marketing material



1.9) Support the delivery of regional members meetings and other Tpas events

1.10) Provide creative input to help Tpas develop policy and products

## **2. General tasks**

2.1) To lead and support other ad hoc projects or colleagues in the business to aid development, growth and service delivery

2.2) To be an ambassador for Tpas and speak at events and meetings to promote Tpas in general

2.3) To carry out any other duties that may be reasonably requested.



## Person Specification

EXPERIENCE	
Experience of project management: planning, development and delivering outcomes	Essential
Experience of tenant/community/social housing policies and practices	Essential
Experience of managing budgets and developing income within agreed financial targets	Essential
Experience of managing and monitoring performance of projects and staff	Essential
Working as part of a successful team	Essential
Experience of regeneration or independent tenant advice work	Desirable
Experience of key account management relationship building and monitoring	Desirable
Experience of writing tenders and attending bid interviews	Desirable
Writing briefing papers, thought leader pieces, blogs, policy updates, etc.	Desirable

SKILLS	
Leading others and strategic decision making	Essential
Strong project management – able to manage multiple workloads and meet deadlines	Essential
Excellent written and oral communication skills: ability to relate to a wide range of people and respond to enquiries with a high standard of written English	Essential
Able to analyse and interpret statistical and financial information to produce reports	Essential
Able to use own initiative to solve problems and work independently	Essential
Able to identify emerging needs and to research and investigate ways of meeting them producing practical recommendations	Essential
Understands and able to use social media effectively	Essential
Excellent presentation and interpersonal skills for a range of audiences	Essential

KNOWLEDGE	
Understands the concept, principles and environment of tenant engagement and social housing	Essential
Committed to promoting Equality and Diversity	Essential

ADDITIONAL	
Prepared to travel around the country and occasionally spend time away from home	Essential
Hold a valid driving license	Desirable
A degree or comparable professional qualification	Desirable



## Information for Candidates

### 1. Salary and Contract

The full time salary for this role from £37,000 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 level and nature of the role you may occasionally be required to work more than this or work in the evenings or at weekends. 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

The post will be home based but with an expectation that you will spend a significant proportion of your time delivering at client venues across the region. We would expect the post holder to be based in the south with easy/rapid access to London in particular.

### 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, iPad, 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 **Wednesday 12th February at 10.00am**.

Please submit your application form, via email preferably, to [leanne.farrell@tpas.org.uk](mailto:leanne.farrell@tpas.org.uk)

Alternatively post to Leanne Farrell: Tpas, 7D, Paragon House, 48 Seymour Grove, Manchester, M16 0LN

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	Wednesday 12 February 2020, 10:00am
Shortlisting by panel	Thursday 13 February
Interview Date	Wednesday 26 February, held in Central London
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 on 0161 868 3551 or email [jenny.osbourne@tpas.org.uk](mailto:jenny.osbourne@tpas.org.uk)