
Jane Smith *edsm, MCMI, ACIH*

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HOUSING DIRECTORSHIP

♦ Strategic Management - Housing - Consultancy ♦

A management professional with vast experience of controlling strategic management functions within local government's social landlord and private housing sectors. An effective leader and trainer, ensuring service improvement and delivery whilst offering innovative ideas that has promoted growth and change within highly pressurised working environments. Adept in building successful working relationships at all levels.

AREAS OF EXPERTISE

- Strategic and Business Planning
- Financial Controls / Budgeting
- Staff Management
- Supporting People Commissioning
- Change Management
- Contract Negotiations
- Leadership
- CSCI Regulations
- Business Development
- Partnership Development
- Quality Assurance
- Company Secretary

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

DIRECTOR SHIPS (*Interim Management Appointments*)

Apr 06 - Present

Company A

As Business Development Manager for Company X Homes:

- Researched and wrote the new business plan, whilst project managing and implementing new initiatives and services, acting as a catalyst for internal change.
- Formed new business opportunities and prepared budgets after high-level liaison with RSL partners.

As Regional Development Manager for Company Y Association:

- Secured sites for development, formed partnerships and developed social and non-social housing, modelling financials for schemes, managing project officers and consultants.

DIRECTOR SHIPS

Jun 04 - Apr 06

Forecasted, managed and monitored the finances of the 2 companies into surpluses from a position of Housing Corporation supervision and deficits.

(1) MD and Company Secretary Company Z (Presentation Group)

- Company Lead for grant submission bids, and housing corporation bids for property development.
- Led support staff and managed contracts that improved "Supporting People and CSCI" scheme inspections within 6 months.
- Led and assimilated 38 staff into the Group procedures that included performance management structures.
- Negotiated and secured contracts from Local Authorities for provision of care services.
- Liaised with local ethnic minority communities and helped them attract funding that improved skills to build capacity within their communities.
- Awards:- *Highly commended by BMESpark (2006) an innovative NVQ training project.*

(2) MD and Company Secretary for Company Z. (Presentation Group)

- Wrote, consulted on and delivered business plans for both companies.
 - Coordinated Public Relations exercises that identified new business, nurtured relationships and promoted the Group's values in all relationships.
 - Company Lead for service improvements within the RSL and CSCI frameworks, including Audit Commission and CSCI inspection processes.
 - Member of the Senior Management Team for the Group
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

PRINCIPAL HOUSING STRATEGY MANAGER

Mar 03 - May 04

Company B.

- Led the implementation of affordable housing development and investment in Bedford.
- Consulted on "Section 106" agreements with planners, developers and registered social landlords.
- Maximised housing investment within the borough.
- Appraised financial presentations from developers for the assessment of scheme delivery.
- Monitored housing bill implications.
- Monitored capital budgets and prepared financial appraisals of scheme developments.
- Commissioned Housing Needs Studies that influenced the provision of housing across the Region.
- Prepared and obtained a 'fit for purpose' accreditation for Bedford Housing Strategy (2004-07).

OPERATIONS MANAGER

Apr 02 - Feb 03

Company C

- Ensured effective delivery of all housing services for students, office operations, customer service, communication systems, payroll functions, pensions and NI payments and direct service provision.

NOTABLE FURTHER SIGNIFICANT ACHIEVEMENTS

- Commissioned to research, write and present paper to the Central Government A on the implementation of intermediate housing options in Johannesburg (2002).
- Presentation from County Council A crystal bowl (engraved) for outstanding contribution to ethnic communities in Northamptonshire (2006).

EARLY CAREER SUMMARY

Principal Sales Manager	Group A	2002-04
Re-sales Officer	Housing Association A	1999-02
Sales Manager	Real Estate A	1992-99
Treasurer (Voluntary)	Community Association A	1992-96

PROFESSIONAL DEVELOPMENT / STATUS

EDSM	Executive Diploma Strategic Management	2007
	(Chartered Managers' Institute)	
Member	Chartered Managers' Institute	
Associate Member	Chartered Institute of Housing	
Member	Professional Contractors Group	

Development Courses: Managing Supporting People Contracts, Company Secretary Law, L.A. Governance, Development Skills and Financial Appraisals, Contractual Management, Equal Ops., PMS (Performance Management Systems, Dealing with Aggressive Customers, Change Management, Team Building, Telephone Skills, Best Value, Properties Misdescription Act, NLP, Training the Trainer, Auctioneers Licence.

Insurance: Public Liability, Professional Indemnity and Employers Liability Insurance held.

Further Skills: MS Word, Excel, Access, PowerPoint, FrontPage, Citrix, Core Digital, Internet, Email & Web Design, 1st Housing, SDM & Academy (for Housing Management Services), PAMWIN, Project.

PERSONAL

Interests and Pastimes: Travel, films and anything to do with Africa.
Mobility: Full clean driving license.
Born: 1967.
Marital Status: Married.
References available on request.