



Hillcrest

Managing Director of Futures Role

hillcrest.org.uk



Hillcrest



Introduction from Angela Linton, Chief Executive

Thank you for your interest in the role of Managing Director of Hillcrest Futures.

Our core organisational aim is to help people live better lives. We achieve this by providing safe, high quality homes at affordable rents, and by helping to build sustainable communities where people want to live and thrive.

Our Futures business delivers creative and responsive support services to individuals with a range of diverse needs, contributing to wider social, economic and environmental wellbeing within our areas of operation in Scotland.

The Managing Director role has recently become vacant and we are looking for a dynamic and motivated individual to lead our Futures business. The successful candidate will have the responsibility for the overall management of our Futures business. The post holder will work with their team to ensure that the people we provide care and support to are receiving the best service possible and that we strive to exceed regulator requirements.

We take great pride in being recognised as Gold-accredited Investors in People and are committed to ensuring we offer an outstanding working environment and culture to attract and retain the best quality candidates.

I look forward to welcoming the successful candidate on board.

Angela Linton
Hillcrest Chief Executive



We are Hillcrest

Hillcrest was first established in 1967 as Hillcrest Housing Association. Over the decades, we have grown and developed into a large, diverse and continually evolving social organisation. Our mission is to help people live better lives.

The companies within Hillcrest provide housing, maintenance services, support, training and employment opportunities. Our structure allows us to work together to make a positive social impact by contributing to improving the quality of life of the people and communities we work with.

Our [Annual Report 2022/23](#) provides more information and an overview of our high quality service delivery. A summary of our business plans can be downloaded from the [resources section](#) of our website.

Our values

Our values define what we believe in and how we go about our work. They are:



Inclusion – We listen to other points of view, learn from best practice and engage with our customers and communities as we recognise we are stronger and can contribute more if we have shared goals and collective efforts.



Respect – We value our staff and customers, and empower them in a positive way to participate, to adapt and to be inspired to take ownership and make positive change.



Excellence – We are ambitious for what our organisation and customers can achieve, and strive to deliver the highest quality and value possible.



Innovation – We look for new ways of solving problems, strive for continuous reflection and improvement, and promote others to do the same.



Our businesses

Hillcrest is made up of:



Hillcrest Homes

With over 7,000 properties for social rent across Dundee, Edinburgh, Angus, Perthshire, Fife and Aberdeen, our parent company Hillcrest Homes provides all corporate core services to the companies in Hillcrest.



Hillcrest Enterprises

Providing over 1,000 quality homes at discounted mid-market rents for people on limited incomes, Hillcrest Enterprises is the home of new business opportunities for Hillcrest. This includes providing open market rented properties, selling corporate services and developing new business opportunities.



Hillcrest Maintenance

A customer-focused maintenance contractor who carries out a variety of responsive, void, cyclical, planned and property upgrade works for Hillcrest and a number of external customers.



Hillcrest Futures

Providing support to more than 2,500 people across Dundee, Angus, Fife, Edinburgh, Glasgow, and Perth and Kinross, Hillcrest Futures offers a range of services in the areas of physical and learning disabilities, autism, young people and older people. Further services include supporting positive mental health and wellbeing, homelessness, and drug and alcohol recovery.

Investing in our people

At Hillcrest, we recognise that accreditation with the Investors in People (IiP) standard is a sign of a great employer and shows we are an outstanding company to work for, with a clear commitment to sustainability and the development of our people.

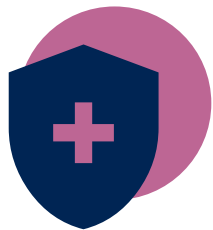
Created to meet the ever-evolving needs and challenges of today's businesses, the Investors in People Framework gives us a tangible way to drive our business forward and indicates to our tenants, the people we support and our employees, our commitment to good business and people management excellence.

We are currently IiP Gold accredited, and we are continuously working towards achieving the Platinum accreditation, while also aiming to move from Silver to Gold for the Investors in Young People (IiYP) accreditation.

We have also established a wellbeing working group to implement an ongoing strategy that prioritises the health and wellbeing of all our employees. We understand that our main organisational asset is our people and, as such, we are dedicated to ensuring we do the best we can to improve the health and wellbeing of our employees.

Benefits of working with us

There are a number of benefits available as part of your career with Hillcrest, including a generous pension scheme, healthcare plan and flexible working opportunities.



Healthcare plan



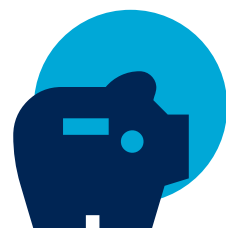
Cycle to work scheme



Generous annual leave entitlement



Money off tech



Generous pension



Personal learning and development



Perkbox: money off goods



Mental health first aiders



Flexible working

Managing Director of Futures Role and Responsibilities

As the Managing Director of Hillcrest Futures, you will be responsible for providing visionary leadership and strategic direction to the organisation, ensuring that our mission to “Help people live better lives “ through the provision of exceptional care and support is met.

You will lead a dedicated team, fostering a culture of excellence and innovation while promoting the company’s values. Additionally, as part of the Executive Leadership Team, you will collaborate with other companies to enhance the collective impact on the wellbeing and customer service provided.

Responsibilities:

The Managing Director of Hillcrest Futures is responsible for the following;

Leadership

- Provide strong leadership to the Senior Management Group to inspire a culture of collaboration, accountability and continuous improvement
- Develop staff to foster a supportive and inclusive work environment that values personal and professional growth
- Implement systems that encourage a continuous improvement culture for streamlining processes and enhance efficiency without impacting on services
- Oversee the day to day operations of the organisation, ensuring the efficient and effective delivery of care and support services
- Oversee the evaluation of the care and support provided, implementing improvements to ensure compliance with the Care Inspectorate and other regulatory requirements
- Act as an advocate for people we support , ensuring their voices are heard and respected.
- Drive efficiency, cost-effectiveness and quality improvement issues



Role and responsibilities cont.

Governance

- Responsible for upholding the highest standards of governance and compliance, ensuring the company operates ethically and transparently while meeting all regulatory requirements
- Prepare reports and presentations for the Board of Directors, providing updates on the company’s financial health, operational performance and strategic initiatives
- Facilitate discussions during Board Meetings to support informed decision-making
- Develop and manage the budget, monitoring financial performance and making informed decisions to achieve financial stability
- Stay updated on all relevant laws, regulations and best practise standards relating to Care and Support Services in Scotland
- Implement compliance measures or mitigate and manage risks

Strategy

- Develop and deliver a strategic plan that aligns with the company’s mission, vision and values
- Detail a business strategy for Hillcrest Futures to enable growth and expansion whilst managing risk and financial viability
- Build and foster meaningful relationships with key stakeholders including the Scottish Government, Commissioners, Care Inspectorate and Scottish Social Services Council
- Represent Hillcrest Futures in public forums, media interactions, conferences and other external events upholding the company’s reputation and values
- Monitor financial performance, identify potential financial risks and take proactive steps to address them

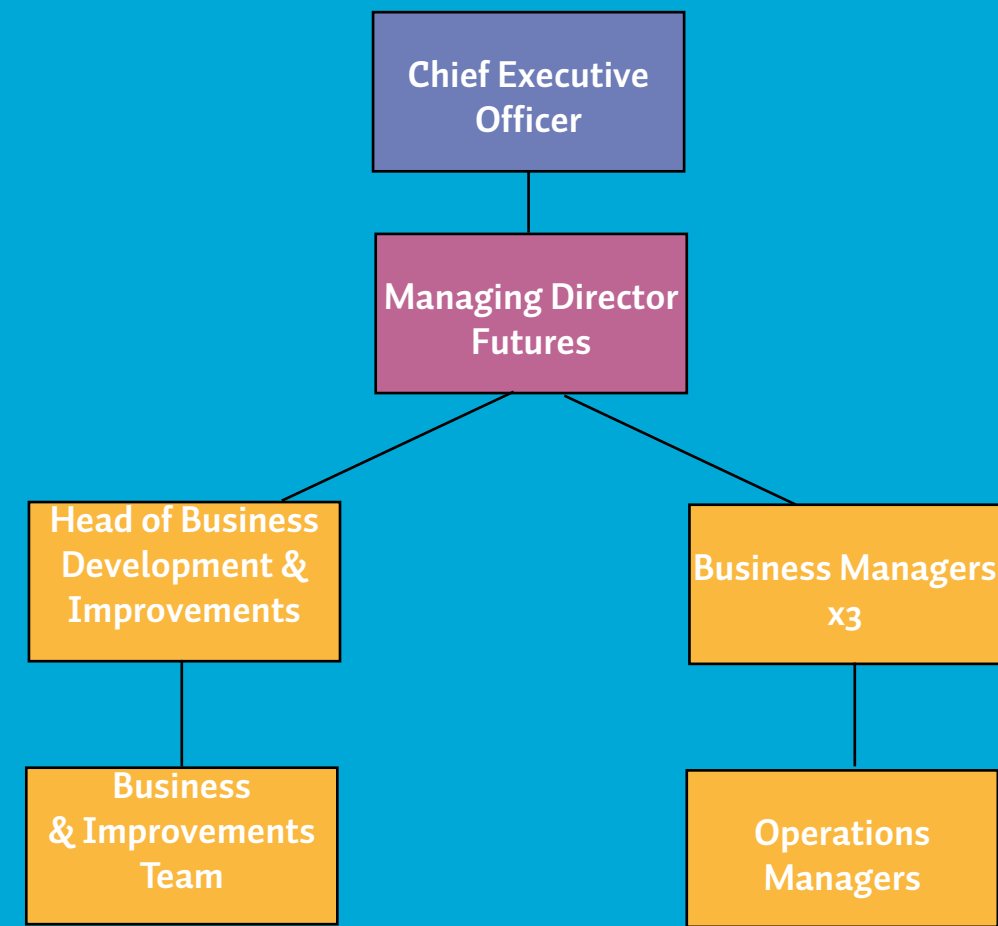
Customer and Partnership Working

The Managing Director of Hillcrest Futures is responsible for promoting positive partnerships and relationships with a number of key stakeholders including:

- Employees of Hillcrest Futures through an effective Staff Liaison Group
- People we support through development of best practise and involving and consulting with customers of the service
- Board of Directors through a professional and effective relationship
- All external stakeholders including Scottish Government, Commissioners, Care Inspectorate and Scottish Social Services Council
- Executive Leadership Team and Senior Management Team encompassing the four companies within Hillcrest to help meet wider objectives

Salary: £89,000 - £91,000

Reporting Structure





Testimonials

Here's what some of our current colleagues have to say about working for Hillcrest:

"Hillcrest is a great company to work for, and the benefits you receive are excellent. I have been made to feel so welcome and an integral part of the team from day one. The training has been useful and has given me so much information which has made me gain so much more experience, knowledge and confidence in being able to do my job."

Steven Ward, Support Worker, Hillcrest Futures

"I wasn't only looking for a new job, I was looking for a career and a new challenge. I was looking for a role that inspires me, in a housing-related discipline, with a strong community ethos. Hillcrest fulfils these points. I like being part of a team that gives its best to make the next generation of new affordable homes the best they can be. For me, this is more than a job. I'm investing my time, knowledge and experience in a company that is investing in me."

Cristeen Fraser, Operations Manager, Hillcrest Homes

"I joined the Hillcrest Energy Advice Team in 2016. This was originally a one year fixed term post. My manager was instrumental in making my position permanent and we have gone from strength-to-strength since. I really enjoy working in this team and we are innovative with our projects and in general day-to-day tasks which has led to multiple national awards. We work very closely with all parts of the business and this works really well for joint projects and information exchange. I am very happy with my manager, the rest of my team and indeed all members of staff I work with in Hillcrest and would recommend joining the company to anyone."

Euan Hird, Energy Advisor, Hillcrest Homes

"I have been at Hillcrest for almost four years and have really enjoyed my time here so far. I am given opportunities to help me develop my skills, and I'm always encouraged to undertake training which can help my career."

Tanya Jeffrey, Communications & Media Assistant, Hillcrest Homes

"Hillcrest offers great opportunities to enhance your continuing professional development. There is also a real focus on staff wellbeing and supporting work-life balance through shift flexibility, regular relaxed staff meetings and one-to-one personal reviews."

Kerry Stinson, Support Worker, Hillcrest Futures

"I've been with Hillcrest Maintenance for over 13 years, covering various different roles. When I joined in 2009, there were around 10 employees. Fast forward to 2023 and we now have around 190 employees. Due to the continued growth of Maintenance, there are lots of learning and development opportunities to progress."

Bob Jack, Head of Hillcrest Maintenance

"I joined Hillcrest nine years ago which is testament to it being a great company to work for. The culture of the company is very friendly with a emphasis on developing, training and empowering staff. There are always opportunities to be part of other groups outwith your role; I'm part of the Wellbeing Group and the Staff Representative for Hillcrest Enterprises."

Sara Wild, Estates Officer, Hillcrest Enterprises



Helping people live better lives

1 Explorer Road
Dundee
DD2 1EG

0300 123 2640



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