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**PERSONAL STATEMENT**

An experienced Senior Housing Executive, with a versatile management and leadership approach accompanied with strategic vision. I have a proven track record of service delivery, cost efficiency and continuous performance improvement within Councils, ALMOs and Housing Associations. Innovation and problem solving are second nature to me, operating lean systems within housing and neighbourhood management settings, with a keen focus on customer centred service delivery and understanding of the political and partnership arena.

#### KEY SKILLS

* Housing/Neighbourhood Management
* Organisational Leadership & Change Management
* Problem solving & innovation
* Service review and systems thinking
* Performance Management
* Partnership working
* Financial Management

QUALIFICATIONS

Educated to degree and post-graduate level with membership of the Chartered Institute of Housing.

EMPLOYMENT HISTORY

**Regional Director (North)**

Metropolitan Housing Partnership

Aug 13 - Dec 14

Metropolitan manages over 36,000 properties in the East Midlands, East Anglia and London. I had regional responsibility for housing management operations and national responsibility for Income Collection, Customer Services, Co-Regulation, HCA Service Offers, Anti-Social Behaviour and the Customer Incentive Scheme. I had direct accountability for management/leadership of a multi-disciplined service of approximately 200 staff, and was responsible for a £138M budget (inclusive of rental income), delivering core housing management services, specialised services and Voids contract management.

Key Achievements & Responsibilities:

* Reduced rent arrears from 7.24% to 5.9% over a 14 month period (£1.9M)
* Transformed Rent Arrears Internal Audit rating from "No Assurance" to "Good Assurance" - 4 months
* Utilised best practice from private sector debt recovery through a strategic debt project
* Reduced rent loss through voids to lowest figure in 18 months and void levels from worst to best
* Successfully implemented cross organisational patch working pilot within North region
* Transformed the organisational approach to Welfare Reform, achieving "Good Assurance" through Internal Audit
* Mobilised new voids maintenance contract
* Undertook Interim Director of Customer Insight role
* Researched & developed a Customer Incentive/Loyalty scheme aimed at improving independence
* Implemented Nottighamshire's first Housing Sector Based Academy, achieving a 100% employment success rate and developed blueprint for Metropolitan's employment service and strategic partnering
* Pioneered new approach to customer complaints, resulting in complaint escalations reducing from 13% to 0.7% over a 14 month period
* Fire Risk Assessment compliance within the North (100%)
* Chaired "Client Approval Group" for new development appraisals

Deputy Chief Executive & Head of Housing Management

West North West homes Leeds

May 09 – Aug 13

##### Key Achievements & Responsibilities:

* Undertaken service reviews leading to Board and Committee recommendations and strategic change
* Development of Organisational Business Plan and developed and delivered strategies to meet objectives based upon sound use of data and intelligence
* Strategic / Management accountability for £17M Housing Revenue Account & Capital Programme
* Completed and implemented strategic reviews of Management, Access, Caretaking, Resident Involvement & Diversity, Anti-Social Behaviour and Sheltered Housing resulting in revenue savings in excess of £850K p.a. and improved performance and quality standards
* Overseen and delivered improved audit commission rating in 9 Key Line Of Enquiries areas over 9 month period
* Developed organisational strategies for Access, Social Inclusion, Financial Inclusion, Place Making and Community Involvement
* Successfully won tender for £5m Sheltered/Supported Housing contact
* Developed and delivered projects and partnerships addressing linkages between housing and the health, social care & well-being agenda
* Undertaken internal audit and risk management processes, including follow up action, implementation & monitoring
* Created frameworks which enabled improvements in our Quality Assurance Framework (QAF) rating for Supported Housing functions and led organisation to attaining Investors in People, Diversity, Tenant Participation Advisory Service (TPAS), Customer Service Excellence and Social Housing Equality Framework (SHEF) accreditation
* Achieved 100% improvement in KPIs over 4 year period.
* Numerous external awards and nominations at both national and regional level
* Developed corporate agenda of external funding, bid writing and inward investment
* Led Outcome Based Accountability programme for Service Improvement and organisational change
* Development & delivery of organisational Worklessness and Corporate Social Responsibility programme
* Management of external contracts and internal Service Level Agreements (SLAs) valued in excess of £5m
* Cross Directorate responsibility for High Rise management, investment and asset plan

Non-Executive Director

Unity Homes & Enterprise

July 2012 – Present

* Member of main Board, overseeing strategic direction of organisation, Business Plan, financial viability and development (house building) opportunities
* Member of Operations Committee, overseeing organisational performance, co-regulation, communications, ICT strategy

Acting Director of Neighbourhood Management

2010 Rotherham Ltd.

Oct 07 – Mar 08/Jun 08 – Dec 08

##### Key Achievements & Responsibilities:

* Member of Executive Management Team with corporate accountability for Customer Service
* Direct accountability for Management of a multi-disciplined Directorate of 200 Staff
* Strategic / Management accountability for £8.5m Housing Revenue Account, Trading Account & Capital Programme
* Chair of Quality / Performance Review Forums, attaining top quartile outputs achieving 2 star Audit Commission Evaluation, facilitating £300m Decent Homes Investment Programme
* Initiated Gershon principles, attaining £320k savings in SLAs
* Evaluated / Reviewed all Housing / Neighbourhood Strategies within the Business with emphasis on Continuous Improvement in Service / Customer Focus / Value for Money
* Direct accountability to the 2010 Board for Neighbourhood Management Performance & Partnerships

Assistant Director of Neighbourhood Management

2010 Rotherham Ltd.

2004 - 2009

Key Achievements & Responsibilities:

* Direct accountability for all aspects of Neighbourhood Management Service Delivery
* Strategic responsibility for Housing Management / Responsive Repairs/ Income / Allocations / Void Management / Leasehold Management / Estate Management / Caretaking / Customer engagement / Regeneration-Pathfinder Programme Interaction for over 21,500 properties.
* Initiated / implemented radical Organisational Service Reviews, attaining £250k savings
* Developed Annual Delivery / Excellence Plan, underpinned by stringent Performance Management Framework to address Audit Commission requirements / evaluation
* Achieved National “Best in class” performance for empty property turnround of 11 days in 2006
* Attained six areas of strength in 2008 Audit Commission Inspection, top quartile performance levels
* Reviewed Opening Hours / Access Arrangements, improving Customer Engagement opportunities
* Developed new business opportunities for our award winning Environmental Training Scheme, tackling Employment / Education and Social issues, ensuring project sustainability in 2008
* Direct accountability for the development of Safer Neighbourhood Teams, in partnership with South Yorkshire Police and Rotherham Metropolitan Borough Council
* Developed major Partnership arrangements through Community Engagement attaining a comprehensive increase in the number of Tenant / Leaseholder forums, with an emphasis on attaining improved consultation and Tenant Involvement in Service Improvement / Delivery.
* Direct accountability for corporate interaction / development of the One Stop Shop Service Partnership with Rotherham Metropolitan Council
* Achieved all rent enforcement and prevention indicators in 2007/8 as “Best in Region” overall

**Operational Neighbourhood / Housing Management roles**

Rotherham Metropolitan Borough Council

1997-2004

Whilst working for RMBC I undertook a variety of roles from Relief Rent Collector to Area Services Manager

**ACADEMIC RECORD**

* CMI ILM Level 7 2013 (current)
* Diploma in Public Service Management Birmingham University 2004-2006
* B.A. (HONS 2:1) Housing Studies Sheffield Hallam University 1994-1998
* 2 A’levels King Edward VII School 1992-1994
* 10 G.C.S.E.s Bradfield School, Sheffield 1987-1992

**PERSONAL DEVELOPMENT**

* Managing Safely - IOSH 2014
* Student Membership of Chartered Management Institute 2013
* IOSH for Senior Executives 2012
* Chief Executive Mentoring Programme 2009/10
* The Leadership Development Programme for ALMOs 2007
* Accelerated Development Programme for Local Government 2004-2006
* Membership of Chartered Institute of Housing 1997
* Membership of British MENSA Ltd. – I.Q. 173

**PERSONAL INTERESTS**

Outside of work I enjoy spending time with my family, football, gardening, cooking, DIY, technology and reading. I undertake a voluntary role as a non-executive Board Member at Unity Homes and Enterprise, a small BME Housing Association and Enterprise service in Leeds.

**REFERENCES**

Available upon request