

Organisational Structure and Senior Officer Responsibilities

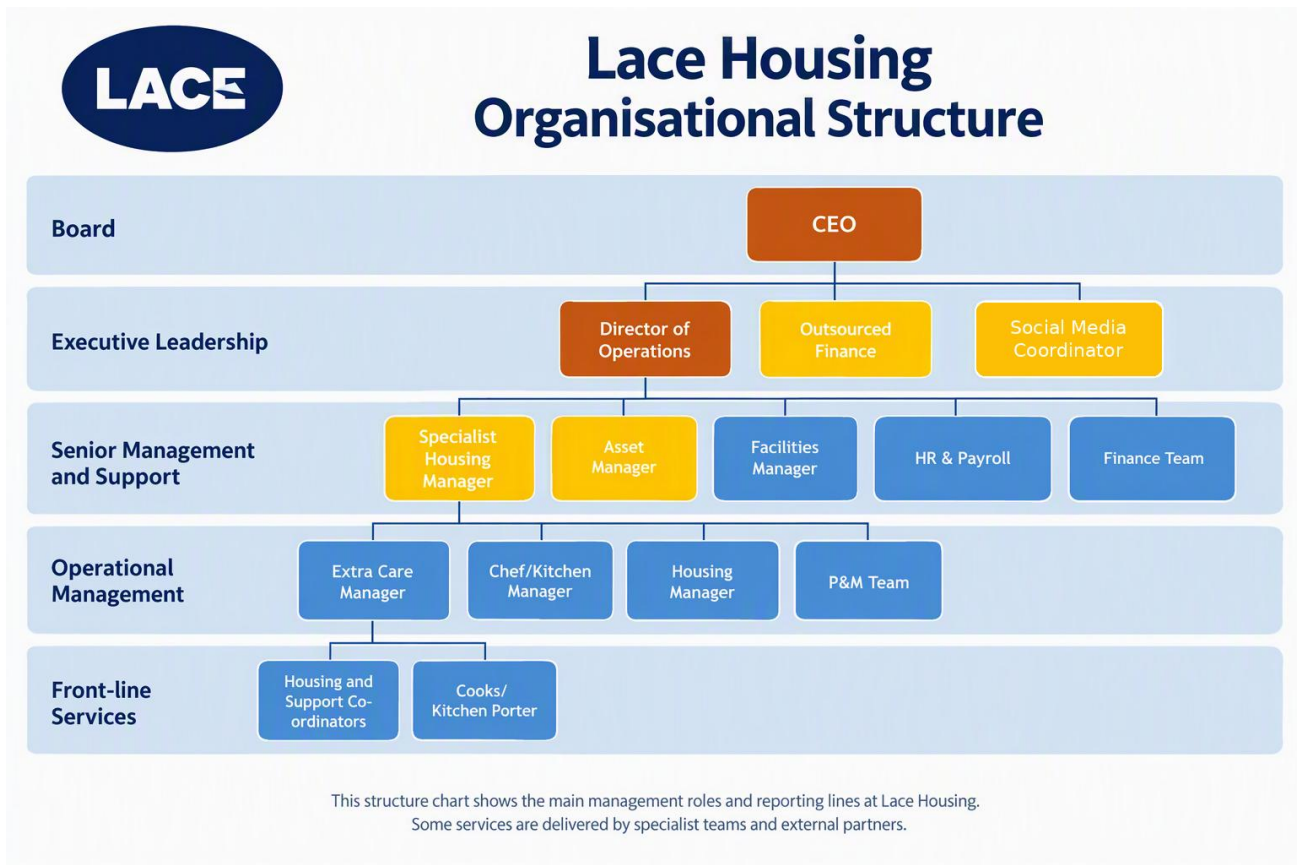
Publication note: This standalone document presents Lace Housing's organisational structure for public access. CP4 remains the authoritative master governance document.

Executive structure

The Chief Executive reports to the Chair of the Board and its members.

The Director of Operations reports to the Chief Executive, along with the outsourced Finance Director and Social Media Administrator. All other staff report through their respective line managers, to the Director of Operations, as shown in the organisational structure chart.

Organisational structure chart



Accessible text version

Chief Executive	Reports to the Chair of the Board and its members.
Reports to the Chief Executive	Director of Operations; outsourced Finance Director; Social Media Coordinator.
Reports through line managers to the Director of Operations	Specialist Housing Manager; Asset Manager; Facilities Manager; HR & Payroll; Finance Team; Extra Care Manager; Chef/Kitchen Manager; Housing Manager; Repairs and Maintenance Team; Housing and Support Coordinators; Cooks and Kitchen Porters.

Executive Management Team responsibilities

- Fulfilling individual roles with regard to the roles and responsibilities of the Board and the Audit and Compliance Sub-committee and the matters reserved to the Board.
- Working within the authority delegated by the Board, upholding the trust and reputation of the Association and working collectively.
- Contributing to the executive management of the Association, its social purpose, continuous improvement, value for money, stakeholder engagement, risk management, service improvement and employee engagement.
- Ensuring compliance with the Regulator of Social Housing's economic and consumer standards and the Housing Ombudsman Complaint Handling Code.
- Leading and supporting colleagues, including wellbeing, safety and personal development.
- Developing and monitoring performance against key performance indicators and corporate policies.