

The Finance Directorate

Effective financial management and ensuring every penny is accounted for underpins the Group's financial wellbeing. This benefits our many residents across the country by providing them with a well managed and maintained decent home.

Finance Teams

The finance teams play a key part in the difference we make to our customers and to the lives we help to improve. From financial appraisals of new development schemes to budgeting and business planning, you'll have exposure to ensuring our money is well spent and accounted for. From monitoring success against our financial targets to providing monthly management accounts, you'll work across the business to build up your commercial as well as financial skills. Plus, if you decide finance is for you in the long term, we'll help you to study to become a qualified accountant.

Information Management Systems (IMS)

The IMS department provides a wide range of services to ensure the effective use of Information Technology (IT) throughout the business. Tasks within the department vary from dealing with internal support calls for the whole business to designing and implementing enhancements to the IT infrastructure, to project management involvement in major new business programmes. As a member of our IMS team, you'll have access to the full range of IMS activities expected in a large and complex organisation.

The Development and New Business Directorate

Meeting Britain's future housing need is an integral part our business and key to ensuring we can continue to help our many customers to put down roots. A key area of the development team's work is identifying and planning the housing opportunities of the future, accounting for the needs of our changing society. If you join us, you'll be involved in scoping out and managing the complexities of property development projects from concept to delivery, taking into account legislative, financial, sustainable and environmental factors, as we aim to increase our market share for rented and home ownership properties.

From securing funding for projects from the Homes and Communities Agency, Local Authorities and other sources, to making and presenting bids, you'll work in partnership with developers, house builders and many other strategic partners to identify affordable housing projects and new business opportunities.

The Resourcing Directorate

The resourcing function includes human resources and office services.

Human Resources (HR)

At the heart of every successful organisation lies a team that understands the business vision, and facilitates making that vision a reality through the development of its most valuable asset – its people. At Affinity Sutton, we're no different. The work of our HR team is wide ranging and includes resourcing, learning and development, reward and remuneration and employee relations. You'll have the opportunity to gain an insight into each area, and understand the important role HR plays in ensuring we remain competitive through helping create a climate in which committed staff perform at the highest possible standard.

Office Services

We believe that people work best when they work in comfortable, practical surroundings and have the tools they need to do their job. That's the role of our office services team. They take care of the countless details that have to be right if the organisation is going to function efficiently, from meeting and greeting visitors to making sure the printer doesn't run out of paper. When everything's going well no one notices, but as soon as there's a glitch it becomes an issue. So the office services team like nothing more than not to be noticed!

The Company Secretariat and Legal Services Directorate

The company secretariat and legal services directorate looks after Affinity Sutton's constitution, and legal and regulatory affairs. The team has a wide remit, which includes providing a governance service to boards and committees; managing the relationship with government and other regulatory bodies; providing legal and health and safety support and advice and managing the internal audit and risk management function.

As a part of this team you'll have valuable insight into the legal, compliance and control aspects of an organisation operating on a national basis.

The Commercial Directorate

This part of the business includes specialist functions in Marketing, Regeneration and Communities, Strategic projects, and Quality and Improvement. It's fair to say that if you join one of these teams, you'll get a good grounding in pretty much the entire spectrum of the business.

Marketing

The Marketing team is responsible for one of our four corporate objectives 'increasing our influence', which involves enhancing and protecting the reputation of Affinity Sutton and raising awareness of the key issues we address as an organisation.

We manage all internal and external communications for the business, from setting long-term marketing strategy to building a brand to be reckoned with, organising

events for a variety of audiences and running the media relations function for one of the largest housing providers in the country, we nurture relationships with key partners at a national and local level.

Regeneration and communities

Affinity Sutton houses many vulnerable households in deprived neighbourhoods across the country. As a business for social purpose we recognise the need to address these issues and improve life chances and communities. Our community investment team lead our programme to achieve this by tackling 'worklessness', debt and anti-social behaviour, and creating healthier happier communities.

The team works closely with partners to tackle these issues and lever in external funding from a wide range of external agencies. There are many different roles within the team ranging from strategic managerial roles to frontline delivery of employment advice. If you have a knack for fundraising, are empathetic and keen to make a real difference to our resident's lives, then this is the directorate for you.

Strategic projects

In the strategic projects function we challenge the status quo of the business and the services we currently provide, seeking to develop new and innovative products and services to diversify the existing portfolio of Affinity Sutton, whilst also working in conjunction with colleagues across all directorates. Much of this will involve developing, promoting and implementing overall strategies relating to the groups golden threads and vision, seeking the development of new business streams to complement the existing portfolio of activities, and leading many other strategically significant projects within Affinity Sutton. Joining this team will give you a real opportunity to start to develop your commercial acumen.

Quality and Improvement

If you're looking for experience of corporate planning and continuous improvement then we are your choice team. Working with all parts of the business to ensure that we deliver our vision, we have established, and maintain, a "Golden Thread" that links high level strategic objectives throughout the organisational structure to individual annual objectives. We offer a consultancy approach to research throughout the housing sector and beyond, contracting with individual directorates to help them make key business decisions. We lead the way in continuous improvement, identifying good practice and advising on the most effective ways to deliver services, internally and externally. Working here you will be in constant contact with the senior management of the group, responding to urgent requests for information and seeking to influence the agenda through your recommendation of policies and opportunities. We can help you understand our business and offer an opportunity to make a real difference to our business

The Operations Directorate

This part of the business is responsible for much of our front line day to day services, from Housing and supported Housing specialist teams, to Customer services and Leasehold – being a member of any one of these teams mean you'll have a real opportunity to help make a difference to our many residents' lives.

Customer services

'Passion for customer service' is one of our corporate values and with the latest satisfaction scores coming in at over 80% it's fair to say we're pretty good at it. But we're always striving to improve our performance across the many areas of the team's work, which includes leasehold, allocating and letting our 53,000 homes and dealing directly with customer queries via our dedicated contact centre.

Housing management

In the Housing Management team our aim is to improve the quality of life for all residents and to provide excellent housing management services. We provide neighbourhood services, working directly at the heart of the communities we serve. These services include tackling anti-social behaviour and crime, encouraging residents to become involved in their neighbourhoods, providing training and employment opportunities and giving welfare benefit advice and debt counselling. This is one of the directorates where the 'social purpose' side of our business really comes to life, and graduates working here will get an excellent grounding in the work of housing associations at one of the best and most ambitious groups in the country.

Supported housing

Social housing is not just about collecting rent or providing places to live. The supported housing department will offer you an insight into what it means for many people to build a life in their community. A day in the life of any one of our 160 staff is as varied as the communities we work in. If you're interested in getting to understand the difficulties some people face and see how we can help them in a range of practicable ways why not spend some time and join us for some unique first hand experiences.

The Asset Directorate

Asset Management is responsible for delivering the maintenance and property investment function for the entire business. As the owner of over 54,000 homes you can imagine that the work of keeping them in good condition and responding quickly to our residents' problems is a massive task. Our team of surveyors works with external partners to provide consistent services that satisfy the needs of our residents. The department also takes responsibility for procuring millions of pounds worth of goods and services every year, making sure we get great value for money and top quality from all our suppliers.