

ONE TEAM – ONE VISION.

There couldn't be a better time to take on one of these key leadership roles at Community Housing. A new Chief Executive, a new Chair, and a new corporate plan all make this the ideal moment to take stock and refresh how we work, to ensure that we have the right structure, talent and objectives in place to deliver the very best on behalf of our customers.

But we aren't starting from scratch. Our track record spans more than 20 years, so we want to harness that knowledge and expertise as we look forward to the next two decades and beyond.

All roles qualify for a **10% car allowance** in addition to the salaries shown. A hybrid working policy is in place and the office is based in Kidderminster, Worcestershire. You will be entitled to **30 days holiday** plus public holidays.



Director of Resources £122,930

You'll play the central role in ensuring that effective financial controls and management support a resilient and ambitious organisation; and that our resources are invested where they can make the most difference to our customers. It's a broad remit that covers much more than just finance (HR, ICT and Communications are also in the portfolio), but we do expect that you will be a qualified accountant. You'll promote a culture of shared fiscal responsibility, encouraging all staff to play their part in getting the most from our resources, and ensuring that sound financial analysis is an integral part of service and business planning. You'll also take the lead role on identifying and managing organisational risk, offering expert advice and analysis at Board level.

We expect that you will already have considerable management and leadership experience in a complex, customer-facing organisation. You should be able to demonstrate success in change management and business process re-engineering and share examples of how you have enhanced organisational capacity and efficiency. You'll be expert in establishing positive relationships with different stakeholders, enabling you to ask the right questions to form a true picture of resource management.

Director of Housing & Communities £108,015

You'll ensure that our services are designed around the things that matter most to customers; that we are highly responsive to customer needs; and that we continually test and evaluate new ways of working to achieve maximum effectiveness with the resources at our disposal. Customer insight and performance data will be vital tools in achieving this and you'll promote a 'right first time' culture that ensures high levels of customer satisfaction and optimum use of resources. You'll bring a good technical appreciation of key aspects of a successful housing management service, but you will also play a central and highly visible strategic role as part of our executive team.

We expect that you'll already have a proven track record of successful leadership in the sector and that you can demonstrate how your intervention has led to better outcomes for customers. You'll be accustomed to operating at a strategic level, working in partnership with others, and negotiating and influencing at a senior level on behalf of your organisation. You should bring a highly developed appreciation of the different tools that can be used to bring about organisational change – both operational and cultural. And you'll have a clear sense of how digital tools can support better customer engagement and outcomes.

Please visit the candidate site at

www.jointhetchgteam.co.uk

for more information. Alternatively, you can call our consultants at EMA, Anne Elliott on **07875 762029** or Ian Robertson on **07947 126329**.

Closing date: 8 October.

COMMUNITY
HOUSING