

# 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.



## Head of Asset Management £64,350

You'll lead on the development of our Asset Management Strategy, establishing a comprehensive and accurate understanding of our housing stock to inform an investment strategy that ensures longevity, value for money, and delivers great homes for our customers. Success in the role will support a more systematic and planned approach to maintenance and investment, ensuring greater efficiency and more sustainable housing stock. You'll play a central role in the realisation of our Net Zero targets, reducing the overall carbon footprint of our homes and fulfilling our strategic commitment to playing our part in combatting climate change.

It's a role that demands a thorough understanding of relevant legislation and regulations, as well as the appropriate level of technical knowledge to equip you. To oversee and evaluate complex and high value maintenance and renovation work. We expect that you will already have senior asset management experience, and this will have included extensive contract management and quality assurance. You should hold a relevant professional qualification and be able to apply a shrewd commercial awareness in procuring and evaluating technical and maintenance services.

## Head of Property Care £64,350

You'll play a central role in keeping the promises we make to our customers – delivering a highly responsive repairs and maintenance service; building safety services; window manufacturing; and grounds maintenance and cleaning services. You'll ensure that work undertaken is of the highest

quality, is delivered as efficiently as possible, and that diligence and care underpin a safe working environment. You'll be responsible for developing a Property Care business plan (current turnover circa £15m) as well as the publication of the annual and five-year Property Care Business Plan.

Highly effective people management skills will be crucial – it's essential that you have proven experience of successfully leading operational, customer-facing services. Your significant experience of managing maintenance services will mean that you have a detailed knowledge of health and safety requirements, as well as the technical know-how to effectively quality assure work undertaken, and associated costs. You'll ensure that we get the very best from our team, as well as the specialist sub-contractors and suppliers that are an integral part of our work – a thorough knowledge of procurement and implementation of maintenance and building safety services will be a key attribute.

## Head of People & Culture £64,350

You'll play a defining role shaping a modern, high achieving workforce that can deliver great outcomes for our communities. You'll help to shape a rewarding and inclusive working environment, where a supportive culture and a commitment to ongoing professional development support our high expectations of what we can achieve. You'll work closely with our leadership team to ensure that our organisational values are successfully embedded in what we do, and how we do it. You'll bring a business focused approach to your work, leading cultural and operational change to ensure modern working practices underpin

our approach, and that we can be confident we are making the very most of our most valuable resource. As well as leading on the development of our equality, diversity and inclusion strategy, you'll also take the lead on our communication activities, promoting our brand and building our reputation with internal and external audiences.

We expect that you will already have experience of leading complex change, HR and OD projects at a senior level and that you can demonstrate how your contribution has led to improvements in business performance. You'll have a clear understanding on how performance data can be utilised to inform workforce planning, and you should have hands-on experience of offering expert professional advice on complex issues, including restructuring, redundancy, and organisational change.

## Head of Customer Experience £58,576

You'll have the opportunity to make a direct impact on how we engage with our customers, ensuring a highly responsive service that accurately defines their needs and deploys the most appropriate resource. You'll lead our Customer Contact Centre which plays the central role in initial contact with customers. Getting this bit of the process right sets the tone – it's a crucial service. You'll promote a 'right first time' approach, ensuring staff are trained to ask the right questions and collect the right information so that they can best respond to enquiries and requests. You'll ensure that the service is effectively resourced, using data to identify peak demand times, and using performance targets to measure effectiveness.

Making better use of digital engagement will be a key priority and you will also promote customer involvement in service design to ensure that we can deliver on the things that matter most.

You should already have experience of leading a customer service function that utilises multiple channels to communicate and engage. The ability to establish positive relationships across the organisation and to develop an understanding of the practical challenges for different service areas will be key. Highly developed people / team management skills will be essential to ensuring consistency and quality of performance, that meets high levels of demand within a positive and collaborative team environment.

Please visit the candidate site at

[www.jointhetchgteam.co.uk](http://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: 15 October.**

**COMMUNITY**  
HOUSING