



Working better together
for our residents

Director of Home Ownership

> Directorate > Customer Experience

What's it all about

Reporting to the Chief Customer Officer, ensure the services to our c19,000 leaseholders, shared owners and lessees of our commercial portfolio is delivered effectively using data and insight to shape services that meet their needs, and drive up satisfaction.

How you'll make a difference

Ensure we have the right structure and resource to respond to queries and resolve issues quickly. Working closely with repairs colleagues ensure communal repairs are managed effectively and deliver value for money. And, with the customer transaction team to deliver accurate and timely service charge information.

Collaborate with other teams to ensure communal areas and neighbourhoods are managed effectively.

With the communication team, develop and oversee a home owner communication and engagement strategy.

Using data and insight, drive and embed service improvements.

How you'll do it

- Provide expert, up-to-date subject matter and best practice advice to Executive Board on shared ownership and leasehold matters
- Ensure we meet legal and regulatory requirements for all aspects of leasehold management, ensuring policies and processes are in place and there is a robust monitoring system to make sure we are compliant
- Using customer insight and data, deliver a responsive customer service that meets the needs of leaseholders and homeowners and a communication plan is in place to support this
- Work with other Directors to improve relevant customer journeys, removing barriers and pain points to deliver a better customer experience
- Promote high customer service standards, putting in place service improvement plans as required

- Manage the commercial portfolio of leases and retail units, maximising rental income, ensuring a responsive service is delivered to queries
- Maximise income through an effective S20 process, working closely with relevant Directors to ensure timely information is provided to meet legal requirements
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders.
- Lead for the directorate in supporting the annual rent and service charge setting process
- Champion resident focus and ensure your team and others put residents at the heart of all they do and actively promote participation of leaseholder involvement in the resident governance framework

Hybrid arrangements - at least three days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **leadership** level.

This is a people manager role. Please [refer to our people manager standards](#)

Essential knowledge, experience and skills including qualifications and professional membership

Essential Skills & Experience

- Proven track record of successfully leading a large home ownership function/ directorate at strategic level
- Degree level qualification in a relevant field such Housing Management, Property Management or Business
- Membership in a relevant professional body, such as the Chartered Institute of Housing (Minimum level 4), The Property Institute, or working towards Level 5 CIH qualification.
- A demonstrable understanding of leasehold management and low-cost home ownership products
- Excellent knowledge of service charges and relevant legislation including section 20 and other consultation requirements
- A thorough knowledge of the statutory and regulatory rules that underpin the delivery of services to leaseholders and homeowners
- Excellent financial and numerical skills
- Ability to produce and interpret KPIs and Management Information
- Excellent customer service skills
- Strong organisational skills

Desirable

- Experience of delivering leasehold/housing services in London.
- Evidence of significant experience in driving rapid cultural change in an organisation.
- Process and target operating model reconfiguration experience