

# Director of Housing

## > Directorate > Customer Experience

### What's it all about

Reporting to the Chief Customer Officer, you will provide strategic leadership and operational oversight for all housing-related services, ensuring high-quality, customer-focused delivery across a diverse portfolio of mostly general needs and supported housing tenancies. This role is responsible for driving improved performance and resident satisfaction, regulatory compliance, and innovation in housing management, lettings, safeguarding and ASB.

### How you'll make a difference

You will be responsible for implementing the new Target Operating Model – Resident First, ensuring a responsive housing management service is delivered to residents using data to tailor services to meet resident need rather than a 'one size fits all' approach. Targeted in-person support will be provided for complex, high-risk or vulnerable cases. You will ensure we remain local and connected to our neighbourhoods and communities. Front line officers will be deployed via risk triggers and data insight. Specialist teams will support the business to ensure we are meeting legal and regulatory compliance and deliver best practice approaches.

You will ensure our void loss is minimised and our homes are let to those in need, quickly and efficiently ensuring we have strong relationships with partners and stakeholders. You will use personas and segmentation along with data-informed decisions on channel use and service offer to drive efficiency and improve outcomes for residents and in so doing, improve TSM results.

### How you'll do it

The main purpose of the role is to develop and lead a strategic, modern housing management service that meets the needs of our residents.

#### Key Accountabilities

- Provide expert, up-to-date subject matter and best practice advice to Executive Board on housing management matters
- Lead and inspire multi-disciplinary teams to deliver excellent housing services and customer satisfaction.
- Ensure compliance with housing legislation, safeguarding standards, and health & safety regulations.
- Oversee all aspects of Housing Management, anti-social behaviour (ASB) interventions, and tenancy fraud prevention.
- Ensure effective Lettings processes that maximise occupancy and minimise voids.
- Drive initiatives to support vulnerable residents through Supported Housing and Temporary Accommodation programs.
- Act as the organisational lead for Safeguarding, ensuring robust policies and procedures are in place.
- Develop and review all resident facing policies and processes to ensure they align with our Resident First approach and that they meet organisational objectives and regulatory requirements.
- Maintain compliance with all statutory and regulatory requirements, including consumer standards to achieve C1 rating.
- Be NHG lead in building and maintaining effective relationships with Local Authority and other partners to ensure our homes are let effectively to maximise our income
- Work in partnership with others to ensure our communities are great places to live eg Police, Health Services
- Represent NHG externally; develop and maintain NHG's reputation with key stakeholders incl Councillors and MP's and advocate for our residents where appropriate
- Ensure an effective out of hours service is in place to deal with incidents outside of core hours
- 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

- Educated to degree level in a related field such as Housing Management, Property Management, Business or Finance.
- Membership in a relevant professional body, such as the Chartered Institute of Housing (Minimum level 4) or working towards Level 5 CIH qualification.
- Proven leadership experience in housing at a senior level.
- Strong knowledge of housing legislation, tenancy law, and regulatory frameworks.
- Excellent communication, negotiation, and stakeholder management skills.
- Ability to lead safeguarding practices and manage complex cases.
- Experience of leading successful change programmes with employee, customer and stakeholder engagement, involvement and collaboration.

- Evidence of delivering on innovative concepts, utilising future changes in policy to support flexibility in a responsive organisation.
- Evidence of commercial acumen with a track record of successful negotiation and successful partnerships where relevant.

#### Desirable

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