



Director of Customer and Community Services
Shettleston Housing Association
Glasgow/Hybrid
Full-time
Salary: £72,610 - £75,652

Plan for the Future, Achieve Outcomes, Build Strong Relationships.

We are seeking a visionary Director of Customer and Community Services to join our team as a dynamic leader with a passion for driving exceptional services.

We are now looking to complete our executive team with the appointment of a Director of Customer and Community Services. The post holder's primary goal will be to ensure Shettleston Housing Association delivers exceptional, innovative, and high-performing services that align with the needs of our customers and the community. In this pivotal position, you will serve as an inspirational leader, providing strategic direction to the Customer and Community Services team. Your focus will be on championing service excellence, embedding a customer-focused culture, and driving continuous improvement. You will lead change and innovation, ensuring the Association is adaptive to current and future customer needs and priorities. Your responsibilities include overall management, development, and strategic direction of the Customer and Community Services team. Specifically, this encompasses:

- Housing Management
- Factoring
- Advice Services
- Housing Allocations
- Tenancy Sustainment
- Tenant and Community Engagement
- Ongoing development of our Wider Role Strategy.

The ideal candidate for the role should demonstrate substantial experience in social housing, a comprehensive understanding of customer service and performance issues, a proven track record in effectively managing and motivating teams, and expertise in policy and strategy development. Critical skills and abilities required include strategic thinking, project management, analytical skills, effective communication, team leadership, decision-making, risk management, and commercial acumen. Additionally, the candidate should exhibit a passion for customer service and community engagement, a strong commitment to the ethos and values of Shettleston Housing Association, flexibility to work outside regular office hours, and the ability to attend evening meetings.

For a confidential discussion, contact Nigel Fortnum, David Currie, or Danielle Cairney at Aspen People on 0141 212 7555 or visit the website here:

<https://shorturl.at/bNQX6>