



EXECUTIVE DIRECTOR, HOUSING £COMPETITIVE, LEICESTERSHIRE

emh group is one of the largest housing and care service providers in the country, with over 1,100 employees and more than 20,000 homes across 45 local authorities. We exist to provide homes and care to improve opportunities for people, and this is a key leadership role in making this happen.

With a remit that spans customer service, neighbourhoods, assets, and responsive repairs, it's clear that this is a role that presents an opportunity to directly influence quality of service provision to our customers. Our promise to our residents is that we will do the basics brilliantly and keep on getting better. So, while this role is about ensuring that we live up to our promises on a day-to-day basis, it's also about looking to the future. We're looking for someone with the strategic vision to identify what great customer service might look like in 5-10 years' time, and who can plot a roadmap to take us there.

This is a housing role that will see you operate at a national level, while still retaining a focus on communities and the values that underpin our work. You will have an unwavering commitment to pursuing the very best in terms of customer satisfaction rates, supported by excellent commercial awareness and the ability to deliver through others – working with a large and dispersed team. We're looking for someone with extensive housing service experience, who is already accustomed to reporting at Board level and who can play an active part within our leadership team.

Please visit www.emh-changinglives.co.uk to find out more.

For a confidential discussion please contact **Anne Elliott** at ema on **07875 762029**.

Closing date: 22 May 2024 (noon)