

Executive Director, Housing and Neighbourhoods

Salary £120-128k plus benefits depending on experience

Our vision is to deliver **places to live and space to grow** for our current and future residents.

We want our customers to have a positive experience regardless of who they are, where they live or how and when they choose to interact with us. Our Chief Executive Tracy Allison is looking for a dynamic and visionary leader to join her forward-thinking executive team who are driving the transformation of customer service and housing options for our communities.

In 2025 we will begin the first phase of reshaping our customer service offer to reflect the changing needs of our residents and to make the most of our recent investment in a new housing system and customer portal. We need someone with a track record of leading and delivering substantial change in how customer services are delivered.

We are determined to maintain a diverse organisation, reflective of the communities we serve, and we welcome and encourage candidates from under-represented groups to consider applying for this opportunity.

If you are passionate about the role a housing association can play in society and believe the values of an organisation are what makes it special and want to contribute to shaping the future of a leading local organisation, then read on. We hope that you find the information in our pack and on our website of interest and that you decide to apply.

Application closing date: 12 noon, Tuesday 3rd December 2024

A full copy of this job information pack and the combined Declaration and Equal Opportunities Data form can be downloaded from www.westkent.org/vacancies & www.foresthr.co.uk/recruitment