



## DIRECTOR OF COMMUNITIES AND CUSTOMER SERVICE

£94K, 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.

This is a new leadership role within the Group – created to deliver a great service to all of our customers by developing our customer service offer. This will embrace both digital services and front-line housing management as well as community-based service delivery. You'll play a vital role in promoting and embedding our 'one emh' approach that will achieve more integrated service delivery and a better customer experience. It's the ideal time for someone with a clear vision of what great customer service looks like to join an organisation that is committed to making it happen.

We know that digital innovation will be at the centre of this change, but we also appreciate that it's about more than shifting current processes online. Cultural change will be equally as important as making better use of technology, so it's essential that you can win people's attention and support to build momentum behind a transition to more agile ways of working. You'll be leading staff across a wide range of services, including sheltered schemes, care provision, supported housing and our contact centre.

It demands a versatile and adaptable leadership style, and the ability to get under the skin of the shared challenges of different service areas, as well as the points of difference. And as part of emh Homes' management team, you can also expect to play an involved role in corporate initiatives and projects.

We're looking for someone who shares, and can promote, our core values of Integrity, Diversity, Openness, Accountability, Clarity and Excellence, and who has a clear sense of how these can manifest themselves in the services we provide to customers. We expect that you'll already have management experience within the social housing sector and that you have a thorough grasp of the recommendations of the social housing white paper 2020, and evolved ideas on what these look like in practice. You should also be able to demonstrate a track record of leading change and measurable organisational improvement.

Please visit [www.emh-changinglives.co.uk](http://www.emh-changinglives.co.uk) to find out more.

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

Closing date: Friday 12th November.

No agencies please.