



HEAD OF INCOME & HOME OWNERSHIP

£COMPETITIVE SALARY PACKAGE, 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. Our ethos is one of 'profit for purpose'; our current turnover is around £110m; and we have total assets of over three quarters of a billion pounds. We currently build in the region of 400 new properties each year, and as Head of Income & Home Ownership you will play a vital role in leading a high-performing service which balances commercial targets with a customer-centric approach.

This role is central to achieving our ambitions for continued growth and success, ensuring a steady revenue stream that ensures our capacity to offer the highest quality homes and facilities to our tenants and communities. You will lead our income management services which includes service charges management and collection, and management of shared ownership and leasehold services. You'll inherit a high-performing team, which has consistently managed to maintain arrears at a very low level. But we believe we can always do more, and we are very attuned to the current social and economic pressures that COVID-19 has created in communities. It is essential that we respond to these changes with empathy and agility, while retaining ambitious performance targets. Resident and stakeholder will be embedded in how we continue to improve our service, and you'll work closely with partner organisations to ensure a cohesive and outward-facing approach.

We expect that you'll already have management experience in providing housing and income management services and that you can offer expert knowledge across housing law, welfare reform, income management, financial inclusion, home ownership and leasehold management, and service charges. You'll be able to demonstrate success in leading high-performing teams – meeting operational targets and consistently achieving positive customer satisfaction ratings. Strong candidates will already be accustomed to working in partnership with other organisations, and have practical experience of involving customers in service design. We are keen to hear from candidates who can offer proven business acumen and commercial awareness, but who are motivated by a strong social ethos and the desire to support great outcomes for communities.

This is the ideal role for someone who relishes the opportunity to make a meaningful and evident personal contribution within an organisation that is committed to living up to its ethical values.

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

For a confidential discussion or more information please contact Anne Elliott at ema on 07875 762029. No agencies please.

Closing date: 30th November (12 noon)

