



July 2022

Corporate Head of Customers

Candidate Information Brief

Your application

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application. In order to apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- The declaration form (completion of the equalities section is not mandatory, but is requested for monitoring purposes in line with our commitment to equality and diversity); and;
- Indicate on the declaration form if you cannot attend any of the interview dates.

Please note that applications can only be considered if all the documentation is complete. Please submit your application documents using the online portal accessible at www.lincolnshirehp.com/jobs. *(Please note: you will need to create a login to access this service.)*

Applications must be received by Tuesday 9 August 2022 at 12 noon.

Please ensure we receive your application in good time. If you do not receive confirmation of receipt within 24 hours of sending, please call our Recruitment Team on **0345 604 1472**.

Please do call me if you wish to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards

Gary Frobisher

Gary Frobisher
Talent Manager
01472 572 031

Contents

Your application	1
Welcome Message	3
About Lincolnshire Housing Partnership	5
Role Profile	7
Person Specification	11
Key Terms and Conditions	13
Senior Leadership Structure	14
Key Dates and the Selection Process	15

Welcome Message

This is a fantastic time to join LHP. We have just launched our second corporate strategy for 2022-27 and re-affirmed our vision to provide Great Homes and Strong Communities.

Simply put, we want to do what we do really well; by putting the Customer First in all we do and keeping customers at the heart of our decision-making process. We want to develop services that are built around their needs; be known for the quality of our services and be sure that the customer voice is heard throughout our organisation.

We've been busy over the last three years: We have launched mobile technology; a fully integrated contact centre and agile working, meaning our teams can be out in the neighbourhoods we manage, and that we have a single view of customers that allows for multi-channel contact wherever you are. We have also launched our customer portal to enable 24/7 service. All this means that we have strong foundations on which build towards an even brighter future.

The successful candidate will be able to influence and steer our journey to achieve excellence. As Corporate Head of Customers, you will be an experienced Housing professional providing leadership and strategic management. You'll have a thorough understanding of delivering operational services and driving performance outputs. With a clear understanding of the core principals of customer service and customer experience, you will have a proven track record in delivering collaborative and



Mark Coupland
Executive Director of
Customers

coordinated services to customers through digital and traditional methods.

This is an influential role, and you will need to engage effectively across the business. As a member of the Corporate Leadership Team, you will work closely with our Executive Leadership Team, Committees, and the Board to ensure that our services are responsive and efficient and valued by our customers.

For your team, you will need to have a clear vision of what great services look like and be able to articulate this: Leading and motivating your team through change and improvement and always with the customer in mind.

We recognise our customers and colleagues come from diverse backgrounds, with varying experiences and needs. We believe that to be successful, we need a talented and diverse range of people, and we welcome applications from candidates of all backgrounds, and with a broad range of experience.

We look forward to hearing from you.

Mark Coupland

Mark Coupland
Executive Director of Customers



About LHP

LHP exists to provide great homes, in strong communities across Lincolnshire. We manage over 12,000 homes and have a £54m annual turnover. As one of the largest employers in the region, we currently house more than 20,000 people. We are a registered charitable community benefit provider of social housing, and our purpose is to provide affordable homes for people in the greatest need in Lincolnshire.

Our homes are located across the east of Lincolnshire, with over 75% near Boston and Grimsby.

We recently launched our 2022-2027 Corporate Strategy. This was developed in collaboration with customers, partners, and employees. We put our values of working together, putting the customer first, listening, acting, and learning at the heart of everything we do. Our vision is to provide Great Homes in Strong Communities.

By great homes we mean great places to live which are safe, secure, well-built, well maintained, efficient to heat and run and which have sufficient space. But we know that to make a house into a great home they need to be in places where people want and can afford to live. So, we reinvest our income into ensuring homes are safe, undertaking repairs

→ 5

and planned renewals and new affordable homes, but also into projects that improve health, build community spirit, reduce crime and which give people opportunities to realise their ambitions.

We understand that a strong community is one where people come together and support each other, and to achieve that we know we must collaborate with partners and listen to our customers.

Over the next few years, our aim is to achieve a consistent, high-quality service and to ensure customers an actively influence our decisions. We will do this by:

→ By creating structured opportunities to **Listen, Act and Learn** from our customers, colleagues, and stakeholders,



co-creating services so that everyone who uses our services has a meaningful say in how we deliver them

→ Working **Together** as we can achieve more by working together with our key stakeholders and by working together as one team

→ Our commitment to being a **Customer First** company means that our customers are at the forefront of our decision-making.

As a charitable community-based organisation, we channel profit back into services and projects that benefit our customers and local neighbourhoods and through strong governance and a keen eye on value for money, we ensure we are a sustainable business that is in a position to grow for the benefit of our communities.

In early-2020 we launched our internal Culture Change Programme, The LHP Way. The aim of this was to deliver an even better service

through greater investment in our colleagues. This means providing engagement and development opportunities for our teams, as well as embracing the benefits that new technology can bring.

We have made great strides with our Digital Transformation Journey, and in 2021 we launched a new customer portal and app – MyLHP - and a new corporate website, but we know we have more to do.

Our focus is also on what LHP can do to contribute to a more sustainable future and our Environmental,

The LHP way!

Social and Governance (ESG) Strategy aims to create positive environmental and social impacts, with outcomes that benefit our customers, communities, colleagues and other stakeholders.

And it goes without saying we're proud to be a values-based organisation.

Further information about the organisation, our achievement and future aspirations can be found on our website at www.lincolnshirehp.com.

These are our values:



Customer First

We put customers at the heart of our decision-

making process and develop services that are built around their needs. This emphasis is felt by customers in every interaction with us, driving up our customer satisfaction and ensuring we invest our money where it has the greatest impact.



Listen, Act and Learn

We create a structured opportunity for

stakeholders, colleagues and customers to provide feedback. We value this time and insight and use it to act and learn from it. Before investing in new and existing projects, we seek the views of those set to benefit.



Together

We proactively seek out new partnerships

and work to build on the many successful joint working projects already underway. We achieve more by working together with our key stakeholders and by working together as one team.

Role Profile

ROLE PROFILE: Corporate Head of Repairs	
Reports to: Executive Director of Customers	Responsible for: Tenancy Services, Letting Services, Customer Engagement & Involvement, Customer First (complaints), Customer Service Centre, Integrated Living Service, Safeguarding, Community Support, Dementia Care, Estate Caretaking
Role purpose:	
<ul style="list-style-type: none"> → An active member of the Corporate and LHP Leadership Teams, shaping and delivering LHP's vision and values. → Effective visible leadership to support a high-performance culture and a climate which inspires service excellence. → Promote the organisation, create strong external relationships that enhance LHP's profile and reputation to support growth, impact, and sustainability. → Ensure compliance with regulatory and other legislative standards across core functional areas of responsibility. → Advise Executive Director of Customers on all matters related to the Customer Directorate. 	
Key relationships:	
External: Customers, Contractors, Adult Social Care, Local Authorities, Doctors and Relatives about welfare issues.	Internal: The LHP Leadership Team; directorate and wider staff group; LHP customers and their representatives.

Key responsibilities:

Corporate leadership:

1. As a member of the Corporate Leadership Team (CLT), provide collective leadership, assisting the Executive Leadership Team (ELT) in moving forward the future direction and success of LHP by contributing to the corporate plan, delivering agreed objectives, and associated strategies, projects, and plans.
2. Actively contribute to corporate decision-making, with collective responsibility to support and challenge CLT colleagues.
3. Drive a 'customer first' focus and positive cultural change, as part of LHP's corporate culture.
4. Draw upon innovation, business intelligence, research, and best practice, in developing options and opportunities.
5. Act as a role model for LHP's values and culture, embedding a style of leadership that encourages support, empowerment, and accountability.
6. Act as an ambassador for LHP to support our positioning as a pre-eminent provider, with a vibrant brand, and to ensure we are effective in influencing regional and industry thinking.

Leading people:

7. Adopt a coaching style of leadership to support a high-performance culture and so that staff are enthused about their contributions and can see their impact and value.
8. Enable staff to work within a framework that encourages high-quality business focused service delivery that improves business effectiveness, efficiency, solutions, and sustainability.
9. Promote and embrace a culture of learning and accountability, to support the Executive Leadership Team in ensuring that all statutory and regulatory compliance requirements are understood and fulfilled.

Leading the Service Area(s)

10. Working with the Executive Director of Customers to ensure a cohesive and collective approach to the delivery of services within the directorate.
11. Lead the response to the management of all core landlord and legislative functions through a patch-based approach.
12. Strengthen community and customer engagement and tenant participation, ensuring the customer opinion and learning is at the heart of the strategic decision-making process.
13. Lead the response to the comprehensive range of the Lettings Team core functions delivering consistent customer communication regarding property and garage lets and ensuring that CORE data is processed and collated. Lead the administration of viewings and lettings fostering positive relationships with local authority partners, particularly in relation to allocations and homelessness.
14. Lead the Customer First response through the LHP call centre, focussing on first point of contact resolution. Ensure all schemes and vulnerable customers receive a high quality service that exceeds appropriate regulatory expectations. Promote customer independence and the technology to support this. Foster positive relations with local authorities, care providers and contractors specifically in relation to care and support.



Other responsibilities:

15. Ensure that considerations of equality, diversity, and inclusion, inform all that you do.
16. Provide high quality reports as requested by the Executive Leadership Team, Committees or Board.
17. Ensure financial targets and regulatory requirements are met.
18. Deliver prompt corrective action as required where targets, standards and expectations are (or are at risk of) not being met.
19. Maintain a value for money ethos so that LHP achieves optimal benefit from resources, procurement, and assets, to maximise efficiency and effectiveness.
20. Create a safe and healthy working environment, in compliance with corporate health and safety policy.
21. Ensure compliance with all other key organisational policies including (but not limited to) Finance, HR, data protection etc.
22. Take proactive responsibility for own personal and professional development.
23. Be a role model, demonstrate highest personal standards of integrity and conduct at all times.

No role profile can cover every eventuality. The postholder is expected to work flexibly taking on other duties as required, as LHP continues to grow and develop.



Person Specification

PERSON SPECIFICATION: Corporate Head of Customers

Experience and qualifications:

- Relevant professional qualification e.g., Chartered Institute of Housing
- Proven track record of successfully managing diverse teams
- Substantial experience of General Needs and Housing for Vulnerable and Older Persons core functions.
- Track record of responsibility for delivering to targets and expectations.
- Experience of collaborating and working as part of an effective management team.
- Track record of developing and sustaining effective external partnerships that add value to our customers and our service offer.

Skills:

- Leadership skills and the ability to coach, motivate and engage others.
- Ability to engage effectively with all levels including staff, customers and external stakeholders.
- High level of skills in strategic and analytical thinking.
- Ability to interpret and analyse financial information and complex data.
- Ability to present data and information in clear and accessible ways to enable effective decision making.
- Ability to identify and manage risks and make sound judgements, whilst not being risk averse.
- Effective influencing and negotiating skills.
- High level of written, presentation and interpersonal communication skills, with the ability to tailor to a variety of audiences.

Attributes:

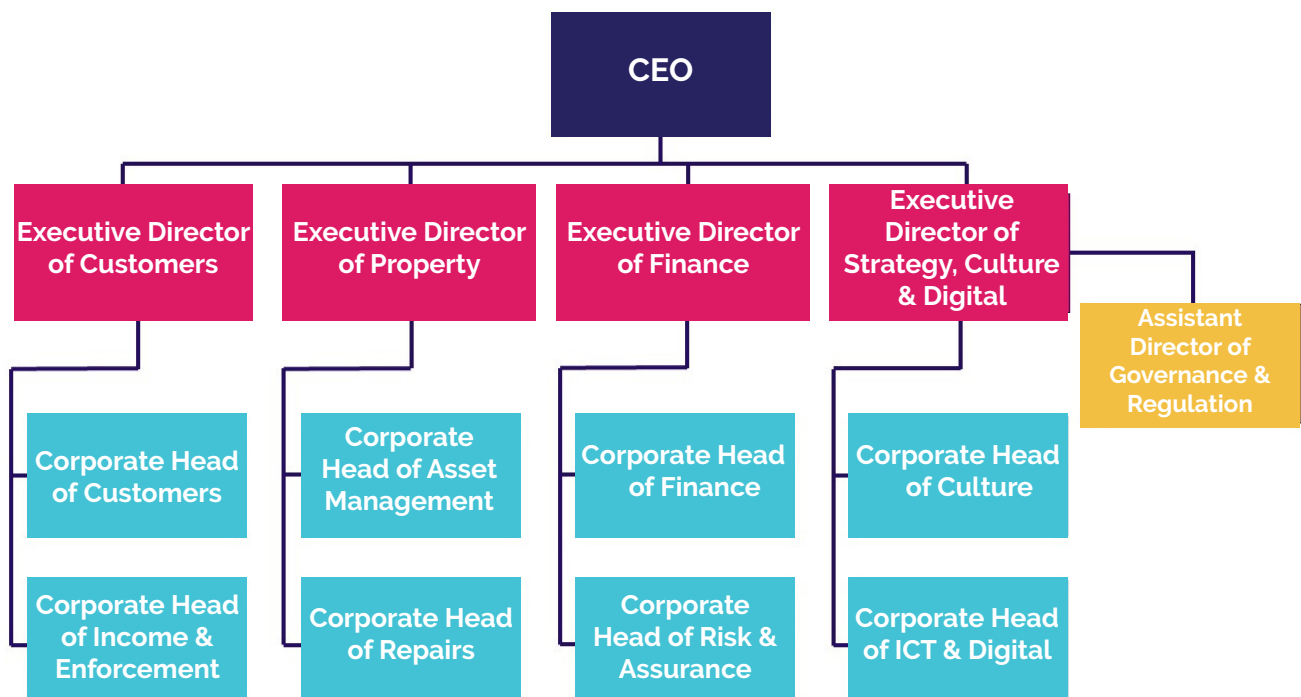
- Acts with integrity and able to build high levels of trust.
- Committed to diversity and inclusion.
- Champions innovation and encourages ideas.
- Resilient and able to work under pressure.
- Collaborative and inclusive.
- Transparent and open.
- Actively role models and champions corporate vision, values and objectives.



Key terms and conditions

The role	
Corporate Head of Customers	
Salary	
£76,959	
Pension	
Defined Contribution Scheme with a range of contribution options and Death in Service Life Insurance of three times the annual salary.	
Annual leave	
28 days (three days to be taken at Christmas), plus Bank Holidays, plus Attendance Days	
Other Benefits	
Cash Plan Health Scheme	Access to retail discounts and other perks through Westfield Health
Agile working	
Employee Assist Programme	Access to comprehensive Corporate Training Programme, supporting employee learning and professional development
Active Events Team	Employee awards programme

Senior Leadership Structure



Key dates and the selection process

Closing date
Tuesday 9 August 2022 at 12 noon.
First interviews
These will be held across the following dates: Monday 22 and Tuesday 23 August. These will be conducted via Microsoft Teams. Shortlisted applicants will be informed of their interview date and time via email by our Recruitment Team.
Psychometric proofing questionnaire
This will be sent to applicants who successfully progress to the second round of interviews by our Recruitment Team. The test must be completed prior to the second interview.
Second interview
Monday 7 and Tuesday 8 September 2022. These will be conducted in-person at our Grimsby office with members of our Executive Leadership Team.

If you are likely to be unavailable for any of the relevant interview dates specified above, please contact **Gary Frobisher, Talent Manager** on **01472 572 031** or email: gary.frobisher@lincolnshirehp.com.

From everyone at LHP

Good Luck!

So what are
you waiting for?

Apply today!

Lincolnshire Housing Partnership Limited registered as a charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014 with registered number: 7748. Data Protection registration number: ZA345449
Registered Office: Westgate Park, Charlton Street, Grimsby, North East Lincolnshire, DN31 1SQ