



HONEYCOMB  
GROUP

## Head of Customer & Neighbourhoods

Location: Head Office/Agile

Reporting to: Executive Director of Operations

Responsible for: Customer Hub Manager, Neighbourhood Managers, ASB Specialist, Income Specialist

### Job Purpose

This person will be responsible for the effective leadership of strategic and operational matters relating to housing and customer services. The post holder will be responsible for creating and implementing our customer-centered strategy across the Honeycomb Group family, and oversight of our Neighbourhood housing model and Customer Hub.

### Leadership skills and behaviours

As leaders in this business, we all have a responsibility and contribution to make to ensure we drive our success through the foundations of our proposition, vision, values and mission - each are fundamental to delivering on our ambitions for the Group and ultimately our success. We have therefore set out a framework, driven by our values, to clarify what we need and expect from our leadership community.

At Honeycomb Group, we're connected by a set of collective values, keeping us all working in the same direction.

Be dead genuine	Never shut the door	Chase curiosity & ambition	Be a leader in the field	Come together
Be authentic Don't take yourself too seriously Create a customer experience they'll never forget When in doubt smile	No hierachy Don't hear what you want - listen Be open & flexible Always think about others	Commit to the challenge Fuel your passion Put heart into your work Create a no-fear culture 	Don't manage inspire Take initiative, step up even if it's not your job Follow your gut No blame culture Be confident	Seek value from others Be a team player Chip in when others need help Act in the best interest of everyone

### Key responsibilities for area of specialism:

- Lead on the delivery of the Group's customer-centred strategy ensuring our customer focussed teams deliver an efficient, friendly, responsive and timely service.
- Develop and implement the neighbourhood model ensuring new ways of working are embedded across the Group and staff and customers understand and adopt the changes.
- Research the marketplace for initiatives to improve customer contact systems and implement new, innovative approaches to capture immediate customer feedback

using digital surveys, monitoring feedback and ensuring a prompt response is given to questions and poor service issues

- Develop and lead our housing management operations and strategy across the Group
- Devise plans and initiatives to encourage empowerment of customers through regular engagement
- Lead on all regulatory customer standards to ensure excellent housing service standards are produced across all workstreams
- Initiate service improvement across all areas by developing services and looking for opportunities for improvement in all areas of housing management and customer services
- Ensure all teams are fully conversant and compliant with GDPR regulations and standards

### Honeycomb Heads of Service are responsible for:

- Developing and delivering our Strategic Objectives
- Demonstrating and instilling our values
- Excellent performance and achievement
- Credible leadership and motivation
- Cost control and commercial focus to support growth and innovation
- Assurance and audit actions
- Resource allocation
- Silo removal and working as one team
- Effective people management; adopting a coaching culture
- Robust budget control and delivering value for money and social value
- Identifying and mitigating operational risks in all areas of accountability

### In addition to the above, our Heads of Service will:

- Ensure that the Group complies with legislative, regulatory, constitutional and financial requirements and works to high professional and ethical standards in all areas of business excellence.
- Prepare and deliver reports, presentations and ad hoc information to Boards, Committees and external stakeholders as required.
- Promote the Group and develop its relationships to ensure that the positive work of the Group is recognised locally, regionally and nationally.
- Maintain and develop effective external networks and partnerships with other registered providers, local authorities, funding institutions, regulators and other organisations that are crucial to the Group's work and business interests.

### The right person for the role will be able to demonstrate:

- Educated to degree level or have substantial experience in housing / customer centred services
- Qualified member of the Chartered Institute of Housing (CIH)

- Experience of delivering great customer service with a genuine compassion for people. You'll be able to lead services that deliver a friendly, responsive and approachable service that people need and want
- Up to date knowledge and experience of affordable housing and the relevant legislation and regulations that apply to housing providers
- Knowledge of devising and implementing business strategies
- Experience of implementing digital strategy development and managing digital change projects
- Strong interpersonal skills, with the ability to influence and work collaboratively with other leaders and managers. Be self-aware, emotionally intelligent, and able to work with, lead and project manage across all teams at all levels
- Strong business acumen and commercial awareness
- Excellent communication, influencing and negotiating skills
- Be an inspirational leader who can motivate, coach, encourage and develop others