



## Job Description

<b>Job Title:</b>	<b>Group Director of Communities</b>
<b>Job Grade:</b>	<b>Executive Director - £107,082</b>
<b>Accountable to:</b>	<b>Chief Executive</b>

The Group Director of Communities will lead and oversee the operation of the Housing, Development, Asset Management and Kingdom Support and Care Teams.

You are responsible for the flow of Communities information to the Chief Executive and the Board.

You will ensure that we're committed to delivering as One Kingdom to provide the highest standard of service to all of our customers.

You will work closely with the CEO and Group Director of Corporate Services to deliver the Group's Vision, Mission and Strategic Objectives.



## **Responsibilities - Areas that play to your strengths**

All the responsibilities we'll trust you with:

### **Customer Journey -**

- Exceed customer needs and expectations and ensure that the customer journey is at the forefront of all decision making.
- Lead and empower your people to deliver exceptional customer experiences.
- Promote a culture of acting on customer feedback and drive transformation across the customer lifecycle.

### **Leadership -**

- Work closely with the other members of the executive team to lead the organisation with integrity and establish and maintain a trusting, inclusive, and efficient environment.
- Lead, coach and develop the Housing Director, Development and Sustainability Director, Asset Management Director and Support and Care Director.
- Deputise for the CEO on occasions.

### **Strategy & Performance -**

- Draw on relationships with colleagues and partners to make strategic decisions, including devising strategies for ensuring the growth of our service offerings, and encouraging process improvements to maximise output and minimise costs.
- Monitor and analyse key business metrics and collaborate with colleagues in the development of performance goals and long-term organisational plans.
- Analyse business performance to support the delivery of Kingdom Group's Corporate Plan and champion continuous improvement.

## **Stakeholder Management -**

- Work with a variety of internal and external stakeholders to build and improve relationships and promote business growth and sustainability.
- Collaborate with colleagues across the business to promote innovation, support our culture change journey, visibly champion our values and develop a clear sense of direction for the Kingdom Group.
- Liaise with relevant stakeholders to manage business risk, understand the regulatory landscape and ensure a safe, secure and future-proofed organisation.

## **Your areas of knowledge & expertise that matter most for this role:**

- Five or more years in a senior leadership role in a relevant discipline
- Extensive experience in a customer focussed role
- Proven stakeholder management experience
- Knowledge of multiple operational functions including Housing, Development, Asset Management and care providers
- Proven ability to lead and inspire high performance
- Proven ability to drive career development and performance management
- Experience of promoting and valuing diversity
- Experience of encouraging collaborative working
- Experience in developing strategies, budgets and business plans
- Proven ability to think at a strategic level and see the 'bigger picture'
- Proven ability to coach and mentor senior teams
- Proven ability of adapting to changing business demands
- Strong working knowledge of relevant regulations and guidelines
- Proven ability of developing innovative solutions that push boundaries
- Bachelor's degree (or equivalent) in a related field
- Strong negotiation and influencing skills