

Executive Director of Business Transformation

- **Fixed Term Contract, 3 years**
- **Competitive Salary & Package**
- **Location: North Wales, HQ**

Cartrefi Conwy is a leading housing association, managing around 4,300 high-quality, affordable homes for over 9,000 tenants across Conwy. As one of North Wales' largest employers, we go beyond housing, creating opportunities for our customers, colleagues, and communities to thrive.

Our Group includes Creating Enterprise, our multi-award-winning subsidiary. This social enterprise reinvests all profits and builds employment opportunities, supporting local communities. With a modern timber manufacturing facility in Rhyl and essential property maintenance service teams this subsidiary ensures our properties remain affordable, high-quality, safe, and sustainable.

Following the launch of our three year Together Corporate Plan in April 2025, we are seeking a forward-thinking Business Transformation Executive to design, develop, and deliver an organisation-wide Business Transformation Programme.

Placing our people at the heart of this initiative, you will drive digital innovation, strategic Information Technology enhancements, process improvements, and data optimisation, fostering a unified "one team" approach. This is an exciting opportunity to drive meaningful change, enhance efficiency, and lead a cutting-edge transformation that will shape the future of our organisation.

As a trusted leader and a key member of our Executive and Senior Leadership Team, you will:

- Lead by example, demonstrating Cartrefi Conwy's core commitments: We do the right thing, we lead by example, and we are stronger together.
- Inspire lead and motivate colleagues, acting as a role model for high performance.
- Champion customer experience, ensuring transformation meets tenants and colleagues evolving diverse needs.
- Drive meaningful engagement with tenants, colleagues and key stakeholders to shape effective solutions.
- Provide strategic leadership, ensuring the transformation programme delivers the best outcomes for our customers and colleagues.

What we're looking for:

- Executive-level experience in business transformation and delivering organisation-wide change programmes.
- Degree level education in business technology or a related field, backed by ongoing professional development.
- Highly developed leadership skills, enabling you to inspire teams, drive organisational change, and develop talent.
- Strong commercial acumen, with the ability to drive efficiency and value for money.
- Ability to horizon-scan, identifying emerging challenges and opportunities.
- Expertise in business process analysis and re-design to drive major improvements and cultural alignment.

To find out more about this role please visit leadatcartreficonwy.co.uk

For a confidential discussion and to register your interest, please contact Anne Elliott at EMA on 07875 762029.

Closing Date: 12pm 28th May 2025

