

CREATING COMMUNITIES TO BE PROUD OF

Executive Director of Customer and Communities

**Competitive Salary
Based Abergele, North Wales**



Cartrefi Conwy is an award-winning housing association with over 4,000 properties across the county of Conwy. One of North Wales' leading and largest providers of affordable, high-quality homes, we have invested heavily in our homes to bring them up to the Welsh Housing Quality Standard, and our ambitious development programme will see us build around 1,000 high quality, affordable homes over the next decade.

But we are much more than just an outstanding housing provider: we also work to help people to build a better future for themselves, their families and their communities. Our multi award-winning subsidiary Creating Enterprise is a social enterprise which reinvests all profits and provides employment opportunities and support for local people. As well as a running a modern timber manufacturing facility in Rhyl it also provides essential property maintenance services to all our contract holders across Conwy.

In this crucial executive role, you will put our customers and communities at the heart of our decision making overseeing the delivery and continuous improvement of our Core Housing

Services portfolio, ensuring that we provide excellent customer and property services (including repairs, maintenance and tenant satisfaction).

Working closely with our Group Chief Executive Officer and Executive Leadership Team, you'll be an inspirational leader and people manager, and will be highly effective at both operational and strategic levels. Ensuring data and the tenant voice direct the way to lasting, positive social impact you will be able to think differently and flexibly about new ways of delivering our services. We will expect you to make a significant contribution to corporate planning, policy and strategy formulation, as well as business and partnership development with outstanding communications.

Candidates must bring extensive experience of leading a complex and challenging place-based service, as well as a complete leadership repertoire. Our success is rooted in a 'one team' approach, so you must be a skilled and passionate advocate of this organisational culture. Wholly customer-focused, and an impressive strategic thinker, you'll also appreciate the importance of deploying a 'can do' attitude when appropriate. You'll bring a

track record of innovation and solid delivery, and you must be able to understand and interpret complex datasets and scenarios. Working from our headquarters and within our communities day to day means a close, current knowledge of the geography in which we operate is essential, and you will relish the opportunity to build and maintain positive and influential relationships both within and beyond Cartrefi Conwy Group.

To find out more, please visit www.leadatcartreficonwy.co.uk If you would like to discuss the opportunity further, please call Anne Elliott on **07875 762029**.

Closing date for applications: 30th September 2024.

