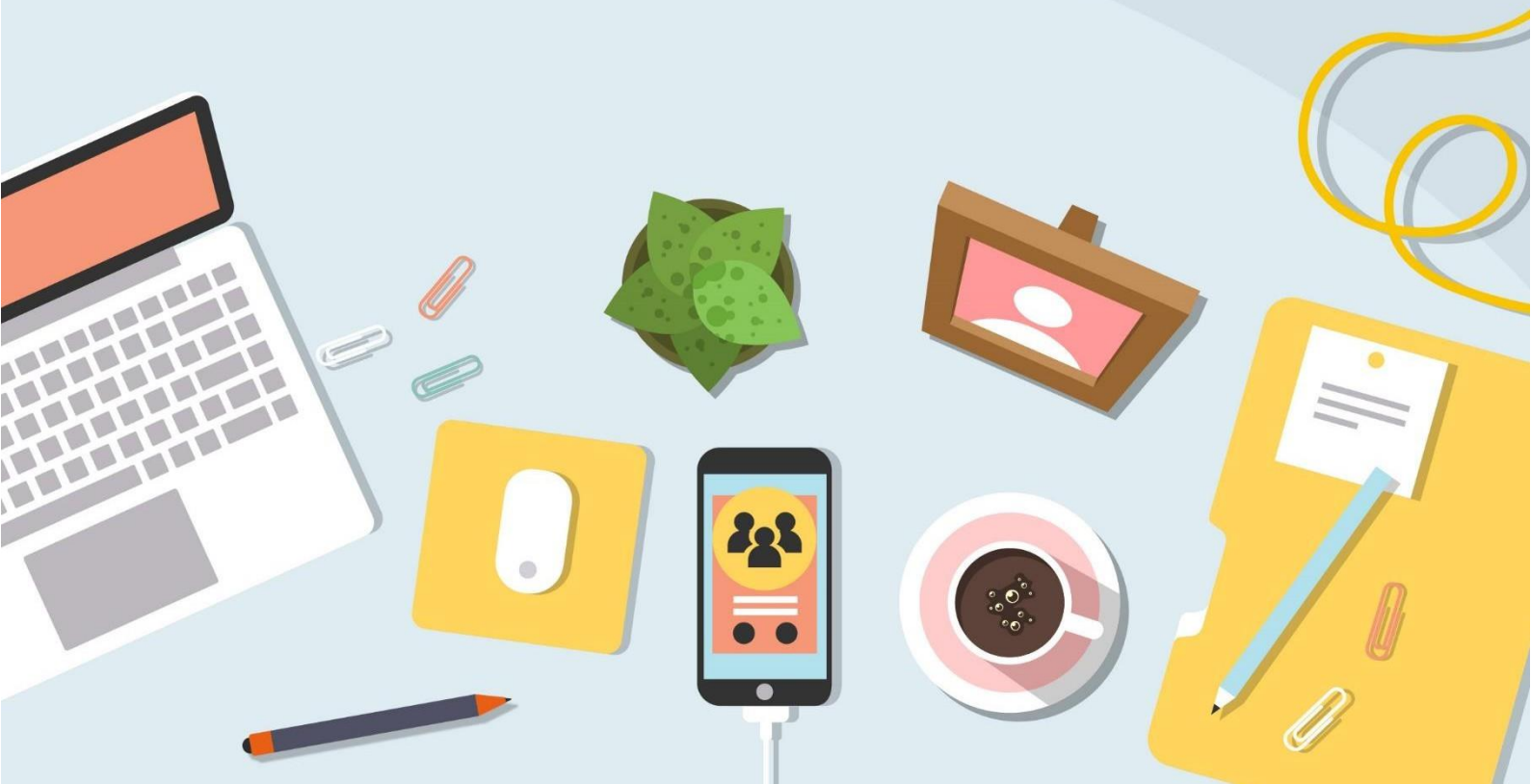


Head of Community

Job Description

- Pod:** Community
- Reports to:** Director of Customer Service
- Direct reports:** Homes Manager, Estates Manager, Sheltered Services Manager and Legal Assistant



Red Kite's Expectations

At Red Kite, we are driven by a sense of purpose to create real opportunities for our communities. We believe in an organic, flexible approach to service delivery and prioritise tenant needs over traditional processes. In this role, you will be expected to help shape an exciting future for our tenants, ensuring that everyone in our communities has the support they need to thrive. You'll inspire and lead a team that provides exceptional services while embracing innovation and change.

Your approach should be one that aligns with Red Kite's values — focused on partnership, respect and pride. You will play a key role in delivering services that are customer focussed, empower people and create positive life outcomes for our tenants, ensuring high standards and continuous improvement across the board.

Key Responsibilities

- Lead and inspire a team to deliver high-performance levels, ensuring they have the right skills to meet the needs of our tenants.
- Support the Director of Customer Services and Executive Leadership Team in setting and reviewing business and organisational objectives.
- Contribute to the development of Twenty11, our innovative housing model, ensuring we embed learning within Red Kite.
- Lead the digital transformation of the service, ensuring technology improves efficiency and service standards.
- Ensure compliance with all legislative changes that affect service delivery, while managing risks effectively.
- Review services within the Community Pod to ensure they align with our ambitions within the Corporate Journey and contribute to long term sustainability goals.
- Act as the Group's Safeguarding lead, ensuring statutory obligations are met.
- Take ownership of high-level complaints and complex cases, driving resolution and continuous learning within the team.
- Recruit and develop knowledgeable team leads to ensure efficient service delivery.
- Actively contribute to our volunteer groups to maintain a tenant-led approach.
- Monitor and ensure homes and estates meet compliance and safety standards, including health and safety inspections and fire risk assessments.
- Manage the delivery of strategic plans, ensuring your Pod's performance targets are met and reported.

Our non-negotiables

- Strong leadership and people management skills to inspire, motivate, and develop a team.
- Experience in strategic planning and operational management, with a focus on customer service.

- In-depth knowledge of housing management, customer service standards, and regulatory compliance.
- Demonstrated ability to manage complex cases, including anti-social behavior and high-level complaints.
- Excellent communication and relationship-building skills, both with internal teams and external partners.
- Proactive approach to problem-solving and the ability to manage change effectively.
- Strong financial acumen, with the ability to manage budgets and deliver value for money.
- Commitment to Red Kite's values, including working collaboratively with colleagues and partners.

Qualifications, Skills & Experience

- Significant experience in a senior leadership role within the housing or customer service sector.
- Strong understanding of housing regulations, safeguarding, health and safety requirements, and data protection laws.
- CIH Level 5 Diploma in Housing, Innovate Awarding Diploma in Executive Housing and Property Management or Degree or higher education qualification in housing (or relevant experience and open to gaining a relevant qualification if required by government).
- Strong leadership and team management skills.
- Ability to think strategically and deliver operational outcomes.
- Excellent communication skills with the ability to influence stakeholders at all levels.
- Financial management skills, including budget management and cost control.
- Proficiency in using technology to improve efficiency and service delivery.
- Proven track record of leading successful teams and delivering customer-focused services.
- Experience in managing compliance, risk, and legislative changes.

Added extras

- Experience in leading digital transformation initiatives in the housing or customer service sectors.
- Familiarity with new housing models and a passion for driving innovative solutions.
- Previous experience in leading safeguarding initiatives and ensuring compliance with legal frameworks.
- Active involvement in community-based groups or tenant engagement initiatives.
- A focus on continuous improvement and the ability to drive innovative changes within teams.