

Recruitment Pack

Director of Customer



gentoo



**Gatenby
Sanderson**

Welcome from Susie Thompson

Thank you for expressing your interest in this new role as Director of Customer at Gentoo.

We are a Registered Provider of Social Housing with 29,500 homes in Sunderland and over 1,000 amazing colleagues. Our core purpose is to provide safe and decent homes for our current and future customers, and we are passionate about providing a great service to our colleagues and the 60,000 people in the City of Sunderland who live in our homes.

This is a new era for Gentoo. We have just refreshed our Corporate Strategy and have six priorities: we know our customers; we provide great homes; we help communities to thrive; we are a great place to work; we spend our money wisely; and we are well governed. We have new values developed by our colleagues for our colleagues - people are at the top of our agenda.

We are looking for a Director of Customer to help us deliver not only our overarching Corporate Strategy, but also our Customer and Communities Strategy which shapes how we work alongside our customers, neighbourhoods, and communities. This is a newly created role responsible for circa 300 colleagues, a rent roll of around £136 million, and the strategic and operational direction of Gentoo's full housing service. This is a key role in our Senior Leadership team who ensure we achieve our vision and deliver outstanding services to our customers and communities.

A background in social housing isn't essential, although you will commit to working towards the Chartered Institute of Housing Professional Qualification. Highly ambitious, performance driven and with an impressive track record of delivering change and transformation in a regulated and customer-focused environment, you will bring to Gentoo your fantastic people and leadership skills and a determination to keep improving and modernising services to our customers. We're looking for a natural influencer, with experience of developing successful partnerships with a wide range of external organisations.

Susie Thompson
Executive Director of Housing



Susie Thompson
Executive Director
of Housing

About us

We're a housing association with a social purpose that provides more than 60,000 people in Sunderland with a place they can call home.

We're a values driven organisation, with a clear vision and a commitment to investing in people, place and property.

We believe everyone has the right to live in a good quality home they can afford. We invest millions of pounds every year in keeping our existing homes safe, secure and compliant.

Working for us

At Gentoo we employ more than 1,000 people in more than 200 different job roles. Each one is rewarding and challenging. We are proud to make a difference in our communities and to our customers lives.

We are one of the largest employers in Sunderland, and a leading provider of social housing in the North East.

The health and wellbeing of our colleagues is our priority. We acknowledge a healthy and happy workforce contributes to a positive working culture.

Reward and recognition

Our primary purpose is to support and strengthen our local communities by providing great homes to our customers. It is important for us to be able to reward our colleagues who make this happen. We are part of the Living Wage Foundation to ensure all our colleagues are paid fairly for the work they do.

We know our success is down to our people. So, we like to reward our staff with great benefits. These include a competitive salary and pension scheme, flexible working, and generous annual leave entitlement. We also reward good attendance with one extra day of leave given for your birthday.

The benefits we provide are:



30 days holiday and 12.30pm finish on Friday



Life assurance up to 3x basic salary



Car mileage allowance and Electric Vehicle Lease Scheme



Enhanced Family Friendly leave entitlement



Health cash plan



Cycle to work scheme



Defined Contribution Pension scheme



Access to an online portal of retail discounts and cashback



Employee assistance programme offering 24/7 confidential support



Who we are

Our vision

Great Homes
Strong Communities
Inspired People
For Sunderland

Our values



Our performance

You can read our annual documents [here](#).



Our performance



**1,000 +
employees**

**£4.3 million
surplus**



**£166 million
turnover**

**Net assets
£599 million**



Our investment

**We delivered
£42 million
worth of
investment
in 2022/23**



Zero carbon

We're playing our part in helping to meet zero carbon targets by investing in innovative low carbon technologies and energy efficient homes.



EPC

We're committed to ensuring all our properties (apart from those exempt) have an EPC rating of C by 2030.

30,000

properties owned and managed



About the role

Role:

Director of Customer

Salary:

Up to £110,000

Closing date:

9am on Friday 8 September 2023

Important dates:

Longlist meeting - 14 September 2023

Preliminary interviews - 25, 26 and 27 September 2023

Shortlist meeting - 27 September 2023

Final interviews - 16 October 2023

Purpose of the role:

This role is a key member of Gentoo's Senior Leadership Team who work with the Executive team to lead the organisation to deliver the Group's Corporate Strategy. The position provides leadership and direction for the housing and support services we deliver to customers whilst ensuring delivery of the enabling Customer and Communities strategy, taking account of the Group's values and best practise.

The functional areas of responsibility include income collection, including former customer debt and chargeable repairs; property allocations and void management; community safety including young person's support, victim support, wellbeing, safeguarding and our positive engagement teams; Leasehold management; and community engagement.

As a member of the Senior Leadership Team, this role is part of the wider team contributing to the success of Gentoo Group and as such is responsible for collaborating with colleagues across the Group to ensure the overall success of the organisation, not only their functional area.

Responsible to:

Executive Director (Housing)

Experience and Knowledge:

- **Experience at Director level** - with experience of leadership in a customer focused organisation in either the public or private sector
- **Leadership** - a strong track record in leading and developing high performing teams
- **Transformational Leadership** – proven ability to deliver organisational change
- **Strategic Thinker** – takes the big picture view as well as ensuring the right level of focus on operational activities, with experience of developing and delivering on strategies and plans
- **Risk Management** – proven ability to successfully assess risk and identify opportunities
- **Financial Management** – commercially minded and committed to achieving value for money. Ability to interpret and analyse complex information and data.
- **Performance Management** – sets ambitious standards of performance and understands the importance of metrics and benchmarking
- **Regulatory Understanding** – has operated in a regulated environment
- **Board & Stakeholder Management** - experience of working with boards and stakeholders

Attributes and Behaviours:

- outstanding leadership coupled with the ability to coach, motivate and engage others
- leading under pressure
- is a thought leader on matters of expertise
- inspires others through confident, positive, and visible leadership
- has impact and makes things happen
- is resilient and able to operate in a challenging environment
- excellent verbal and written communications, presentation, and interpersonal skills
- utilises and enthusiastically sponsors technology
- values and drives equity, diversity and inclusion of people and thought
- engages openly and transparently at all levels

Other requirements:

In addition, we expect the successful candidate will meet the following requirements. You should refer to them in your application; however, we will not shortlist against these criteria:

- A full UK driving license.
- Ability to meet deadlines and programme requirements.

The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Job description

Principal accountabilities:

- provide leadership and direction to the various teams ensuring they are effectively structured and resourced to deliver on key objectives
- provide advice, information and expertise to the Group Board and Executive Team to enable effective business planning and decision making
- demonstrates a robust, open and transparent leadership style, providing a strong sense of direction and purpose, setting the clear expectations of the team
- adopt a style of leadership that aligns with the Group's vision and values and supports excellence
- contribute fully as a member of the Senior Leadership Team to the overall strategy by delivering on the core business objectives
- lead on change management, creating a positive and sustainable culture of continuous improvement
- ensure the successful delivery of all core housing services by ensuring consistent standards of performance are maintained and improved
- develop appropriate partnerships with external organisations to maximise their impact for Gentoo customers and communities
- keep abreast of all housing legislation impacting service delivery, how it impacts the Group and customers, ensuring the business is kept safe. This includes the leasehold portfolio
- lead and manage across a full range of housing management and societal related activities to ensure the effective promotion and protection of Gentoo's interests
- develop and maintain key external relationships with all relevant bodies and institutions to build full awareness of developments and to influence statutes, policies, regulations, and standards in support of the Group's objectives
- cultivate and maintain partnerships to lever in additional funding to further the needs of customers and the communities we operate within
- collaborate with the Tenant Voice team to ensure the learning from the feedback from customers and the Tenant Satisfaction Measures, is truly embedded within front line service delivery
- accountable with the Director of Property and Director of Asset and Sustainability for ensuring compliance with the RSH Consumer Standards
- accountable for ensuring accurate and comprehensive performance indicators are monitored and reported in accordance with applicable Group policies and reporting requirements

Group Responsibilities:

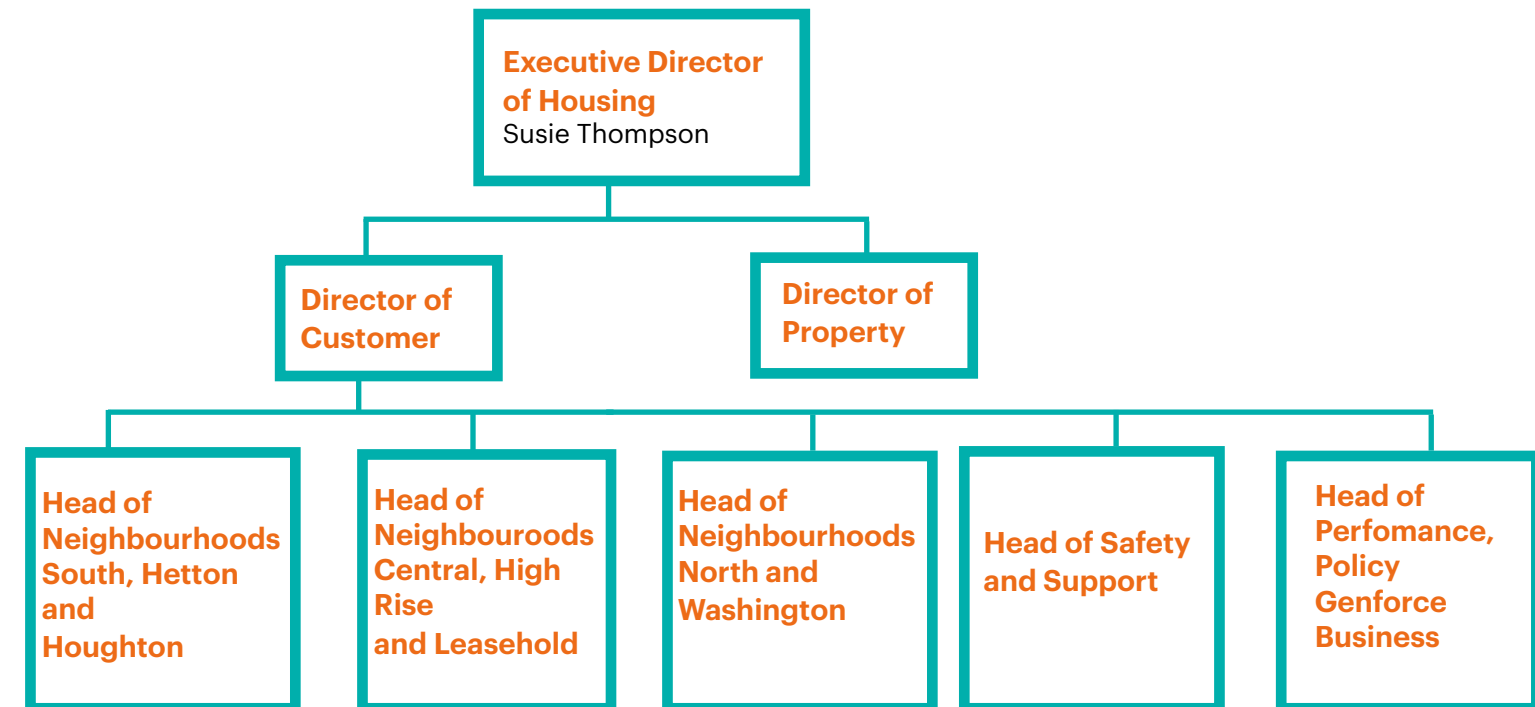
The post holder will act as an ambassador for Gentoo Group and must always comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness, and respect. The post holder will be expected to understand inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

The post holder must always comply with the Health and Safety Policy and procedures and must draw to their manager's attention any unsafe working practice and conditions.

The post holder will comply with the Information Security Policy and must draw to their manager's attention any security breaches.

The Group places great importance on sustainability and environmental management. It is the responsibility of the post holder to ensure that in their day-to-day activities they embrace sustainability and minimise the Group's impact on the environment by minimising waste and maximise recycling, saving energy, and travelling smarter in accordance with the Environmental Policy.

Group Structure



How to apply

To apply, please submit an up to date copy of your CV, along with a Supporting Statement (maximum of two pages) which summarises your most relevant professional skills and experiences.

Applications should be submitted via: www.gatenbysanderson.com and must be received by **9am on Friday 8 September 2023**.

Please provide your home, mobile and email contact details and let us know of any dates when you are not available or where you may have difficulty with the indicative timetable above.

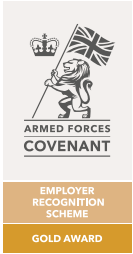
You should also provide the names, positions, organisations and contact details for two referees, one of whom should be your current or most recent employer. We would not approach these referees before the shortlist stage, and only with your permission. If you do not wish us to approach your referees at any stage, please state this clearly.

If you would like to discuss the role in more detail, please contact our advising consultants at GatenbySanderson:

Nick Roberts - 07393 013697 - Nick.Roberts@gatenbysanderson.com

Ellie Masters-Gregory - 07867 455223 - Ellie.Masters-Gregory@gatenbysanderson.com

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Further information on our current vacancies can be found at www.gentoo.com/careers

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