



Creating great homes together

# Role Profile

**Position**

**Head of Customer and Community Support**

**Reporting to**

**Director of Customer Operations**

## What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- An opportunity to join and shape an ambitious and vibrant leadership team led by a truly inspirational executive team and progressive Strategic Board.
- Be part of an organisation where talented and ambitious colleagues enjoy rewarding and fulfilling careers.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- A confident and energetic leader, ready to lead proactively and collaborate across divisions. You will foster robust partnerships among departments and sectors, ensuring seamless integration to achieve organisational goals while exemplifying and role modelling Magna values: always safe, all about customers, be kind, own it, be curious and one team.
- Instrumental in driving innovation and digitalisation to improve customer and colleague experience. By embracing innovative, cutting-edge technologies and fostering a culture of continuous improvement, you will lead transformation in your area and create a more efficient, dynamic, and responsive organisation. Your leadership will inspire teams to think creatively, challenge the status quo, and implement solutions that enhance both customer satisfaction and employee engagement.
- A promoter and champion of equality, diversity, and inclusion, you will actively advocate for a diverse and inclusive workplace where all voices are heard and respected. By embedding these values into the core of our operations, you will help create an environment where everyone feels valued and empowered to contribute their best.

## What you take care of

- Leading, developing, and motivating a high-performing team to deliver tailored services that support customers and communities throughout their Magna lifecycle, ensuring they thrive in their homes and communities.
- Ensuring customers are accommodated in the right home, in the right place, at the right time to meet their needs.
- Supporting Magna's customers to sustain their tenancies and actively contribute to their communities.
- Providing expert support to our home service delivery teams, which include housing, repairs, and estates.
- Collaborating with the business to ensure complaints are effectively resolved and that the lessons learned are used to drive improvements across Magna for the benefit of our customers.
- Developing and nurturing stakeholder partnerships and networks to support our customers, communities, and the long-term Better Future strategy.
- Responsible for - Right people, right place, right time (lettings); Empty homes planning and delivery (Voids); Income collection; Tenancy enforcement; Community safety; Complaints and compliments; External partnership liaison - local councils, parish councils, working groups and multi-agency collaboration.

## What you need to be successful

- At least 5 years of senior leadership experience in housing, with a background in supporting customers to sustain their tenancies and contribute positively to their communities.
- Proficiency in leading, managing, and planning projects related to strategies and change programs, ensuring customer-centric design and optimal resource productivity.

- Experience in developing and nurturing stakeholder partnerships and networks to support our customers, communities, and long-term strategies.
- Ability to challenge conventional practices, adopt innovative approaches, and learn from industry leaders.
- Commitment to listening to customers and using their insights to shape future services.
- Expertise in bringing data, insights, and metrics to life, and using these to demonstrate measurable and sustainable improvements.
- Focused on digital-first innovation, culture, values, and the strategic direction of Magna and the broader sector.
- A confident influencer and an organisational collaborator with excellent communication and interpersonal skills. You will possess an approachable style, be decisive and solution-focused, financially knowledgeable, efficiency-driven, and performance-oriented.

### **Qualifications required**

**Applicants with transferrable skills are encouraged to apply.**

- Recognised Professional Housing Qualification.

Approved: V1/0125029