Social landlord invites customers to apply for senior committee role

Wednesday 19 October, 2022

Lincolnshire-based social landlord Lincolnshire Housing Partnership (LHP) has a great opportunity for its customers to join their team.

The housing association is inviting customers in its 12,500 to apply to become a Customer Member of their Operations Committee - a chance to make a real difference to the organisation's vital services .

LHP's Operations Committee has oversight of our customer engagement, insight, learning and scrutiny.

The committee ensures the needs, experience and concerns of customers influences LHP's decision-making. It provides assurance on the performance of the landlord's services to customers and maintenance and development of its homes. This ensures delivery against LHP's strategy, performance targets and requirements.

Nicola Ebdon, LHP's Assistant Director of Governance and Regulation spoke about what the housing association is looking for from prospective candidates.

Influenced by customer needs

She said: “These roles help us reinforce our values of Customer First, Together and Listen, Act and Learn.

“We want customers to know that we’re open to their scrutiny of our work. We want them to be able to hold us to account.

“These roles mean that customer needs, experiences and concerns influence the future decisions of the organisation. It allows us to embed the culture of continuous improvement in our approach to customer engagement.”

LHP held the first round of recruitment for this role earlier this year, with Geraldine Brazil being the successful candidate. She spoke of her background and her hopes for the role.

“I have been an LHP customer for 17 years and taking on this unique role gives me an invaluable perspective from the view of the customer,” she said.

“I have property experience in conveyancing, and I am currently an A-level teacher.

“Growing up on a council estate in London has given me an insight into what it is like to grow up in social housing from a young child right through to adulthood.”

She continued: “My goal is to help LHP deliver services that their customers expect and deserve.”

Exciting new opportunities for customers

These exciting new opportunities for customers to support effective engagement between communities and LHP as an organisation aim to aid the successful candidates’ future development.

This is a paid role with time commitment with further details available in the candidate brief.

If you are interested in these roles, head to LHP's recruitment page to find out more information, including on how to apply.

Applications close at midnight on Monday 31 October at midnight, and interviews will be held remotely on Monday 5 December via Microsoft Teams. If you would like a confidential chat about the role, you can contact LHP's Governance Team on email.

Media:





Related Sectors:

Business & Finance ::

Related Keywords:

Grimsby :: Lincolnshire :: Housing :: Housing Association :: Social Housing :: Together :: Careers :: Jobs :: Customers :: Opportunity ::

Scan Me:

Company Contact:

Lincolnshire Housing Partnership

T. 07870384711
E. jonathan.byrne@lincolnshirehp.com
W. https://www.lincolnshirehp.com/

View Online

Additional Assets:

Newsroom: Visit our Newsroom for all the latest stories:
https://www.lhp.pressat.co.uk