

Job title:

Head of Neighbourhoods - Thamesmead

Line manager:

Director of Place and Regeneration

Grade (if applicable):

1A

Direct reports:

Place Manager, Area Managers and Warden
team leader



Role purpose:

As a senior leader working in our Thamesmead locality, within the South Operations team:

You will lead and manage the strategic planning, coordination, and delivery of a comprehensive range of neighbourhood services for Thamesmead comprising circa 10,000 properties.

You will oversee the operational management of housing and neighbourhoods within Thamesmead in line with corporate and departmental requirements.

You will plan and manage activities, resources and people to provide a high-quality service with residents' expectations and needs at the heart of all that you do.

You will ensure the delivery of high-quality neighbourhood and place management for all tenure types within Peabody's homes and maximise customer satisfaction.

You will be responsible for health and safety on estates.

The Head of Neighbourhoods – Thamesmead will have access to local hubs which should be used as their principle places of work (working equivalent to four or more days from local office or site).

Key results:

- To develop, set, measure, deliver and report on performance standards and targets and to provide a consistently high level of service to the business and our customers. Aiming to exceed customer expectation and regulatory standards to ensure Peabody is an upper quartile RP on cost and performance.
- To prepare and manage the annual Neighbourhood budget in accordance with the service area and corporate business plan.
- To lead cross function project teams to deliver service improvements, and work strategically to improve services and raise customer satisfaction.
- To ensure good and effective relationships exist with all stakeholders, partners, and external agencies.
- To ensure that an efficient, responsive, and effective out of hours service is in place.
- To ensure that value for money is considered for all activities.
- To maintain a comprehensive and up to date knowledge of all relevant legislation, procedures, and best practice for your area of responsibility.
- To develop and enable a performance culture, collaborating with leaders across relevant Directorates to facilitate transformational change whilst acting as a role model with regards to all of Peabody's values and behaviours.
- To provide effective visible leadership to your team ensuring that challenging objectives and requirements are met within a positive and performance focused environment.
- To ensure the ongoing professional development of the team encouraging individuals to set challenging objectives, work with and learn from one another and promote this ethos widely.
- Provide housing operations expertise to your team and the wider business by using your knowledge of mixed tenure management, legislation, regulatory standards, and good practice to inform sound decision making.
- Create and implement a process of continuous quality monitoring of operational standards through internal audits and checks that identify and remove ineffective practices.
- Lead on service delivery coordination whilst providing a "holistic view" of all services within your area including those services outside of your direct area of responsibility: Environmental Services, Contact Centre, Communities, Responsive Repairs and Asset Management.
- Provide guidance, advice, and effective scrutiny of new affordable development proposals to ensure new scheme handovers meet customer expectations and improve customer satisfaction levels.
- To maintain accurate and effective communication with the Director of Place and Regeneration as well as Assistant Director – South (to include the provision of reports and presentations) ensuring that they are regularly appraised of any planned changes and developments.

Version Date: February 2026

- To perform any other duties as may be reasonably requested by the line manager.
- To deputise for the Director of Place and Regeneration as required.

About you:

You will have:

- The ability to make sound decisions and think in a strategic and innovative way to improve service delivery.
- Demonstrable housing management experience across the full range of disciplines.
- Excellent communication skills; proven record of preparing and delivering persuasive, high quality, written and verbal reports and presentations within the organisation up to Executive and committee level and externally.
- Experience and awareness of community regeneration, community safety, tenancy management, leasehold management, and resident inclusion.
- Experience of liaison with statutory and voluntary organisations at a management level.
- Substantial experience of providing effective customer focused service, preferably in a social housing setting. With a demonstrable track record of improving services and aligning services to meet to needs of the customer.
- Proven experience of successfully leading, managing, and coaching employees and supporting them through times of change.
- Experience of successful project management and leading multi-discipline teams.
- Knowledge of housing legislation, regulation procedure and good practice.
- Ability to take the initiative, be self-motivated, work flexibly and creatively under pressure and to short deadlines.
- Strong commercial awareness with knowledge of budget management, planning and proven experience of leading on risk management.
- Intermediate level computer literacy in Microsoft packages, including Word and Excel.
- Proven ability to manage risk for your service area and to understand the impact for the wider business.
- Ability to work out of office hours, whether to attend meetings or participate in emergency duty rotas.

Leadership Responsibilities:

- As a member of the leadership team, support and enable delivery of the Group Strategy through strategic and operational contribution.
- Demonstrate strong leadership skills to help build a diverse and inclusive organisation; ensuring that Equality, Diversity, and Inclusion principles are fully embedded in the attraction, recruitment, development, and retention of your teams and within the delivery of our services.
- Be a confident role model and leader, ensuring you reflect the values of the organisation. Know what it takes to motivate your team and ensure they have the right tools to do the job.
- Empower your teams to develop and grow, leading with trust and showing appreciation.
- Encourage development of teams through effective use and monitoring of apprenticeship opportunities.
- Build effective networks internally across the organisation and externally to support delivery of the group strategy and the new localities model.
- For the data under your ownership, ensure it is collected, managed, and protected to the highest standards, meeting all legal & regulatory requirements, with data quality embedded and responsibilities clearly defined and communicated. Make sure your team is equipped with the right training, tools, systems & support to fulfil their responsibilities and use data in the most effective way.