

Job title: Head of Homeownership Support Hub

Line manager: Director of Homeowner Services

Grade (if applicable):

Direct reports: HO Support Hub Managers x 2



Role purpose:

To provide strategic leadership to a hybrid team of 17 people delivering expert frontline advice and support to our portfolio of 25,000 Freeholders, Leaseholders, and Shared Owners. Champion the development of team capability to maximise first-contact resolution across all channels (phone, email, webform), while ensuring complex and specialist queries are efficiently triaged to relevant experts across the organisation. Embed a culture of proactive engagement and be accountable for driving measurable improvements in homeowner satisfaction through service excellence.

For context, the team is forecast to manage over 100,000 calls and 86,000 emails annually. It is a new team so the post holder will need to be a self-starter who is motivated and capable of setting up and driving forward a new team to success.

Key results:

- Build, lead, and inspire a high-performing, resilient team. Use your leadership capabilities to coach through change, instil a high-performance mindset, and cultivate a culture of continuous improvement with homeowners at the centre of service delivery.
- Design and maintain a robust and forward-looking training and development framework for Homeownership Advisors. Partner closely with the Head of Homeowner Services and Assistant Director of Service Charges to ensure alignment with business priorities and regulatory requirements.
- Lead the creation and execution of a strategic contact strategy to enhance the ways homeowners can interact with Peabody and drive enhancements to the information available on the Peabody website for homeowners, ensuring information is comprehensive and tailored to resident needs.
- Take full accountability for delivering tangible improvements in homeowner satisfaction in the areas of responsiveness to queries, general communications and ease of contact.
- Champion a first-contact resolution culture, ensuring the team consistently meets or exceeds KPIs and targets. Expand the team's scope of expertise through targeted development and operational enhancements.
- Partner with the Homeownership Forum and other resident groups to harness resident voice. Embed co-creation practices into service design and continuous improvement initiatives.
- Provide insightful and actionable performance intelligence to the Director of Homeowner Services, including trend analysis, and regional insights.
- Contribute as a senior leader with the homeownership directorate, support the development of the homeownership strategy for Peabody and lead cross-functional or corporate projects where directed.
- Work collaboratively with the Head of Homeowner Services, Assistant Director of Service Charges, and Customer Services to ensure strategic alignment and service integration across the Homeownership Support Hub and wider organisation.

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Success metrics:

- The team demonstrates broad and in-depth expertise across all homeownership products and issues, with increased first-contact resolution rates year-on-year.
- An evolving training infrastructure and knowledge base equips the team to manage emerging homeownership enquiries eg service charge year end accounts being issued.
- A comprehensive and forward-looking contact strategy is in place with an enhanced website which delivers an improved self-service experience for homeowners.
- Homeownership satisfaction shows a year-on-year increase in the areas of responsiveness to queries and ease of contact.
- Sustained increases in resolution at first point of contact, with all KPIs and operational targets consistently met or exceeded.
- Resident insight and feedback actively drive service innovation and operational refinement.
- Data-led performance management underpins continuous improvements across the homeownership directorate.

About you:

You will be:

- A confident, strategic leader with a strong track record of leading through complexity and change. Adept at motivating and enabling high-performing hybrid teams and ensuring tools and support are in place.
- A homeownership specialist who has proven experience of leading homeownership teams with a demonstrable knowledge of all aspects of homeownership and service charges.
- A persuasive and influential communicator, skilled at simplifying complex information for a wide variety of audiences including your team, homeowners and senior colleagues within Peabody.
- Composed under pressure, with the ability to build strong credible and trusted relationships at all levels, both internally and externally.

You will have:

- A demonstrable track record of delivering systems, process and customer service improvements in a fast-paced and high-volume environment.
- A proven ability to lead teams to consistently exceed performance expectations and achieve ambitious KPIs.
- A relevant professional qualification such as The Property Institute level 4 and/or extensive, relevant industry experience.

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