



# Join our team

## Recruitment Pack

Director of Customers &  
Communities



February 2026

# Contents

3

Your application

4

Welcome letter

5

About Teign Housing

9

Meet the Executive  
Management Team

10

Role profile

12

Person spec

13

Terms & conditions

14

Recruitment timetable

# Your application



**Thank you very much for your interest in this post**

On the following pages you will find details of the role and the selection process to assist you in completing and tailoring your application

## Recruitment Pack



Before doing anything, make sure you've read the recruitment pack and do take a look at our [Annual Report](#) and [Corporate Plan](#)

## Application



You can either complete an online application or send your CV with a covering letter explaining your skills, background and reason for applying

If you would like an informal chat about the role, or you have any questions please contact

**[fiona.baker@teignhousing.co.uk](mailto:fiona.baker@teignhousing.co.uk)**  
**01626 322798**

## Applying

Please email your CV and supporting statement to **[jobs@teignhousing.co.uk](mailto:jobs@teignhousing.co.uk)**, or complete your online application by noon on Monday 23<sup>rd</sup> February 2026

# Welcome Letter

Thank you for your interest in joining Teign Housing. It's great that you're considering a role with us.

We are looking for a Director to join our Executive Management Team at a pivotal time. Whether you are an experienced director looking for a new challenge, or a senior leader ready to step into your first executive role, we'd love to hear from you. This is your opportunity to join an organisation that is serious about improving services and strengthening trust with our residents.

You will lead our customer services, housing management and resident engagement functions, and ensure what residents tell us is heard at an executive and Board level, turning insight into action that delivers measurable outcomes.

We are looking for someone with strong operational experience, sound judgement and the ability to lead improvement at pace, together with the confidence to think strategically and take responsibility for results.

You will be a key member of our leadership team. You will be visible, collaborative and focused on outcomes, with a genuine commitment to our communities and to developing the people you lead.

If you wish to have an informal chat ahead of any application, contact details are provided on the previous page.

Good luck with your application!

Tom Woodman  
Chief Executive, Teign Housing

# About Teign Housing



Teign Housing owns and manages over 4,000 homes across South Devon, from Dartmoor National Park to urban centres in Teignbridge, the South Hams, West Devon, East Devon and Exeter. We employ over 200 members of staff, and we are a registered charity governed by our Board. We are dedicated to providing high quality customer services and making the local area a better place to live by creating sustainable communities and working in partnership.

It's an exciting time to join Teign Housing. Earlier in the year, the Regulator of Social Housing confirmed the retention of our G1 and V2 gradings. We received a strong C2 grading, and the regulator noted we have a good approach to safety, deliver effective maintenance services, and offer a wide range of meaningful opportunities for residents to influence our services. However, we also need to improve how we manage anti-social behaviour, how we deal with complaints, and how we consider the diverse needs of our residents. We are now working through a plan to move us from C2 to C1.

We have an ambitious development programme, and we are investing in our existing homes to ensure they are all EPC C or above by March 2028.

From April 2027, the management of Templer HomeBuild, our repairs subsidiary, will be insourced. This is an exciting and pivotal moment for Teign Housing and Templer HomeBuild, as it will enable us to make changes that will really set us up for the future.

We have recently reviewed and rewritten our purpose, vision and values, in consultation with our involved residents, colleagues and Board. They set out our long-term commitment to our residents and colleagues.

# Our vision



Homes people love, and a  
landlord you can trust



# Our values

## Friendly



- we offer a welcoming environment for customers and colleagues
- we are approachable and accessible
- we talk and write in plain language

## One team



- our one Teign and Templer team is made up of many people working together with the same shared vision
- we provide joined-up services that give customers and colleagues the same quality of experience whoever they are talking to
- we know that to be successful we rely on and support our colleagues

## Listen and learn



- we listen carefully to customers and colleagues, checking that we are doing the right thing
- we ask for feedback about all aspects of our work, and use it to improve and change how we do things in future
- we keep on learning, changing, and letting people know what we have done

# Our purpose - why are we here?

We are a non-for-profit landlord providing good quality homes at below-market rents, on long-term tenancies. This enables:

- residents to put down roots and turn houses into homes
- people-centred housing services that ensure sustainable tenancies and viable communities
- investment in properties and places on a long-term basis

## Our Strategic Aims



Great services



Great homes



A sustainable business



# Meet our Executive Management Team



**Tom Woodman, Chief Executive & Board Member**

Tom joined Teign Housing in early 2024. He was previously Chief Executive at Cornerstone Housing, and before that was an Executive Director at Livewest. Tom is a member of the Chartered Institute of Housing and sits on its national Policy Advisory Committee. Tom believes that housing associations should always be focused on people rather than just properties. He is committed to Teign continuing to be an organisation that has a clear purpose and values, and makes a real difference in local communities



**Helen Hilditch, Director of Finance & Investment, Deputy Chief Executive and Company Secretary**

Helen has a degree in Economics and is a Chartered Management Accountant. She joined Teign in 2016 with over 20 years of experience working in the field of finance and accounts in a range of different industries, including manufacturing, retail and the social care sector. Helen enjoys working in an organisation that can truly contribute to the local community by providing a good standard of housing for local people.



**Alison North, Director of People, Change & Assurance**

Alison joined Teign Housing in 2024 and has over 20 years of experience in the public sector in a variety of roles with a core passion for creating an environment with people and residents at the heart. Alison is passionate about customer service and is highly experienced in business change and improvement projects. Alison is committed to high standards and quality, ensuring integrity and efficiency of information, governance systems and procedures



**Justin Glue, Director of Operations**

Justin has worked for Templer HomeBuild since its creation in 2017 and has extensive experience in contract management within the housing sector. He also brings great knowledge of repairs and maintenance service delivery, having worked previously for one of the UK's leading property services companies. Prior to this, Justin held management positions in retail, logistics and manufacturing, totally over 25 years of commercial experience. Justin strongly believes in supporting and guiding his team to become the best they can be to deliver excellent customer service and achieve value for money

# Role Profile

**Responsible to:** Chief Executive

**Responsible for:** all members of the Customers & Communities Directorate and directly for; the Head of Customer Service & Communications, Head of Communities, Private Sector Leasing & Tenancy Sustainment Manager, Income & Lettings Manager, Customers & Communities Co-ordinator.

**Purpose:**

- Lead customer & community services across Teign Housing, working in pursuit of our vision, in alignment with our values, and in line with regulation and legislation.
- Be an effective member of the Executive Team and wider Leadership Team, working collaboratively with executive and non-executive colleagues to deliver high-quality, cost-effective, inclusive and continually improving services.
- Ensure the continuing safety, health and wellbeing of customers and colleagues in respect of all relevant service areas.
- Bring your skills, your ideas and your initiative to the role.

## Strategic

- Maintain an up-to-date knowledge and understanding of the issues affecting social housing, regulatory requirements and legislation
- Contribute to short, medium, and long term business and strategic planning
- Ensure that all our services are responsive to changing resident needs and aspirations, and that resident voices are heard and responded to strategically and operationally at all levels of the organisation

## Customer Services

- Ensure that the directorate's services are delivered in accordance with all relevant statutory and regulatory duties
- Ensure that there are comprehensive policies and procedures which are implemented and updated as required relating to the directorate's services
- Lead our response to complaints and other customer feedback, ensuring that organisational lessons are learned and improvements plans are implemented

## Communications

- Lead external and internal communications planning and delivery
- Develop and maintain our external and internal communications strategy

## Leadership

- Be a role model for colleagues across the organisation, reflecting our vision and values
- Ensure effective communication and collaboration within the directorate and between other teams, ensuring effective colleague engagement
- Promote equality, diversity and inclusion in all areas of work
- Promote and embed a culture of value for money, enabling effective choices and prioritisation of our resources
- Ensure the fulfilment of all safety, health and wellbeing requirements across the directorate
- Work flexibly with the Executive Team on an evolving portfolio of projects and responsibilities
- Lead the effective governance support of the Customer Experience Committee, liaising with the non-executive chair and other members

# Role Profile Continued

## Financial & Operational Management

- Work with colleagues to develop annual operational plans and budgets for the directorate so that there are clear priorities and appropriate resources are allocated to their achievement
- Report to the Board and Executive Team on all aspects of directorate performance, developing improvement plans and managing their delivery
- In liaison with Executive Team members, develop a realistic budget with appropriate targets, levels of activity and programme
- Ensure compliance with income and expenditure targets in accordance with Teign's financial procedures
- Ensure compliance with the requirements of contracts, lease and management agreements when delivering services to partner organisations (currently including travellers site management, private sector leasing, grounds and caretaking services).

## General

- Represent Teign Housing both internally and externally and develop and maintain thriving relationships with a network of organisations
- Identify and manage risks across the directorate and put in place appropriate controls and actions to ensure those risks are effectively mitigated
- Ensure your continuing professional and personal development
- Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with our policies and procedures

No job profile can ever cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Chief Executive from time to time



# Person Specification

Qualities	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> <li>• Level 5 diploma in housing or equivalent, or willing to achieve</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Senior leadership experience within the social housing sector, with significant line management experience</li> <li>• Developing and improving customer services in response to feedback</li> <li>• Identifying and assessing risk together with putting in place controls and actions to mitigate the impacts</li> <li>• Implementing successful change management programmes</li> <li>• Budget and performance management</li> <li>• Using technology to implement effective and efficient customer services</li> </ul>	<ul style="list-style-type: none"> <li>• Leading external communications</li> <li>• Developing and implementing customer involvement frameworks</li> <li>• Tendering, negotiating and managing contracts</li> </ul>
<b>Knowledge, skills &amp; abilities</b>	<ul style="list-style-type: none"> <li>• Leads and inspires others, modelling values</li> <li>• Strong understanding and commitment to equality, diversity &amp; inclusion</li> <li>• Able to communicate concisely and persuasively to a range of audiences</li> <li>• Ambitious and resilient, with determination to reach targets and objectives</li> <li>• Promotes collaboration, working effectively within a team and across teams</li> <li>• Encourages ongoing learning and development</li> <li>• Able to think strategically and translate into prioritised workable plans</li> <li>• Ability to understand and analyse data</li> <li>• Able to provide a flexible approach to work, and occasionally undertake work outside normal hours</li> <li>• Has a current, full driving licence or the ability to travel around the local area</li> </ul>	<ul style="list-style-type: none"> <li>• Networking with a range of people and agencies across a range of sectors</li> </ul>

# Terms & Conditions

## Salary

£105,000 per annum

## Benefits Package

You can expect to enjoy an excellent and comprehensive benefits package designed to support your wellbeing, development, and work–life balance:

- 30 days annual leave plus bank holidays
- Buying and selling annual leave scheme, allowing the purchase or sale of up to 5 days per year
- Discretionary leave between Christmas and the New Year
- Flexible and agile working in line with our Agile Working Policy, supporting a modern, balanced working approach

## Pension

- Generous employer pension contributions, including death-in-service cover
- Employees contributing 5% or more will receive 1.5× employer contribution, up to a maximum of 15%

## Health & Wellbeing

- Private Healthcare membership
- Bupa dental care
- Employer contribution of £50 towards gym membership
- VDU Eye Tests: Specsavers e-voucher covers an eye exam and £50 contribution to VDU-only lenses (every two years).
- Employee Assistance Programme (EAP) provided by Health Assured
- Wellbeing Champions: trained mental health first aiders available for confidential support

## Financial & Lifestyle Benefits

- Salary Sacrifice Scheme
- Westcountry Savings and Loans Scheme
- Cycle to Work Scheme
- Electric Vehicle Scheme
- Up to 25% off selected O2 airtime contracts
- Access to the Microsoft Home Use Programme

## Professional Support & Development

- Reimbursement of one professional membership fee to a relevant approved professional body
- A wide range of training and development opportunities
- Recognition for long service

# Recruitment Timetable



Date	Activity
Noon, Monday 23rd February 2026	<b>Closing date</b>
23rd - 25th February 2026	<b>Shortlisting</b>
26th February 2026	<b>Stage 1 interviews</b> <i>Successful candidates will be invited to a stage 2 interview</i>
27th February- 8th March 2026	<b>Stage 2 process -</b> psychometric testing
9th March 2026	<b>Stage 2 assessment day</b> <ul style="list-style-type: none"> <li>• Informal meetings with involved residents, Executive Management Team and Heads of Service</li> <li>• Final interview</li> </ul>