
Job Title	Director of Customer Services
Department	Customer Services
Reports to	Chief Executive
Hours	35 hours per week

Purpose of the role

You'll lead the teams that connect directly with our tenants, owners, residents, and wider community. You'll make sure our services are responsive, inclusive, and built around what people really need. You'll help us deliver our strategy by putting people first—every time. You'll be part of our Executive Team, shaping the future of Barrhead Housing and making sure our values of Respect, Aspiration, Dedication, and Adaptability and Responsiveness are lived every day.

Key Responsibilities

Strategic Leadership

- Play a key role in the collective leadership of Barrhead Housing as a member of the Executive Team—shaping our culture, strategy and decision-making.
- Provide clear, expert advice and support to the Chief Executive and Board on all matters which have implications for our customers.
- Use data, feedback, insight and lived experience to improve what we do and how we do it.
- Make sure our neighbourhood and community strategies are flexible, forward-thinking and responsive to change—whether that's new legislation, funding opportunities or tenant priorities.
- Own and drive our customer experience —including online services, digital access, and service design.
- Deputise for the Chief Executive, assuming delegated authority and responsibilities during periods of absence such as annual leave or other planned leave.

Operational Delivery

- Lead the delivery and development of housing management, tenancy support, older person's housing, factoring, customer experience, community engagement and community investment services, programmes and activities.
- Drive good practice and innovation.
- Position Barrhead Housing at the forefront of our sector, ensuring excellent performance and customer service.
- Maximise funding opportunities to support Barrhead Housing's activities and growth.

Customer and Community Focus

- Champion customer voice and make sure it's central to decision-making and service improvement.
- Champion community engagement and development, building strong relationships with customers, residents, and local organisations.
- Make sure our services are accessible, inclusive, and easy to use—online and in person.
- Lead development of partnerships for the benefit of customers and communities.

Governance and Compliance

- Ensure robust reporting and performance monitoring across all customer and community functions.
- Ensure compliance with the regulatory and legal framework and guidance, in particular from the Scottish Housing Regulator, Scottish Government and other regulatory bodies.

Team Leadership

- Lead and inspire our customer services, community investment, and housing management teams to understand and deliver what customers need.
 - Promote a culture of continuous improvement and learning.
 - Support professional development and wellbeing across the team.
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Person Specification

Experience	Essential
A strong track record in customer-focused leadership, ideally in housing or public services	√
Experience of managing teams and services that make a real difference to people's lives	√
Strong understanding of Scottish housing legislation and regulation	√
Clear understanding of community development and tenant engagement	√
Experience in leading digital transformation and improving online customer journeys	√

Skills	Essential
Clear, confident communicator with excellent written and verbal skills	√
Ability to think strategically and act decisively	√
Inclusive, people-focused leadership style that builds trust and gets results	√
Ability to manage change and drive innovation	√
Comfortable working with data and digital tools to inform decisions	√
Commitment to equity, diversity and inclusion	√
Passion for making things better – for customers, communities and colleagues	√

Qualifications	Essential
A degree or equivalent qualification in housing, social policy, community development, or a related field.	√
Chartered membership of CIH or a relevant professional body (or working towards it) is desirable	

What We Offer
A high-performing, values-driven organisation
A flexible, inclusive working environment
The chance to make a positive difference to people's lives, to improve local communities, and to shape the future of housing
Support for your professional development and wellbeing