

thirteen

Chief Customer Officer

Candidate pack

Location: Middlesbrough (Hybrid working)

Salary: £160,109pa



Welcome from Matt Forrest

Thank you for expressing your interest in becoming our new Chief Customer Officer.

This is a newly created role in our senior leadership team but before I tell you more about that, let me give you a bit of background about Thirteen...

We're a customer-focussed housing association providing housing and support services across England's North East, Yorkshire and Humber regions. Today, we own and manage over 36,000 homes, with over 1,600 colleagues providing services for around 100,000 customers. Our vision is to be the most trusted housing association, with happy customers.

This is an exciting time to join Team Thirteen. We have a new Business Strategy built on three foundations: Happy customers, Fantastic homes, and Brilliant people. Following a colleague-led culture refresh, we're embedding our 'Better Together' approach as well as our values: Accountable, Proactive, Courageous, Considerate. And we have just secured the highest possible C1/G1/V1 ratings following an inspection by the Regulator of Social Housing.

You will help shape our strategic direction, strengthen our sector position, and lead customer-facing operations.

But we're far from complacent! As they say, to stand still is to go backwards. And so we're pressing ahead with transforming how we work to make sure we can continue to deliver great things.

That's where you come in.

We're looking for a Chief Customer Officer to join our leadership team. You will help shape our strategic direction, strengthen our sector position, and lead customer-facing operations. You will play a vital role in shaping our social and neighbourhood impact too, ensuring we have happy customers who trust us. You will deliver exceptional high-quality front-line services, including repairs, and act as a key contact for the Housing Ombudsman, Regulator of Social Housing, and local stakeholders, councillors and MPs.

You must be a passionate advocate for service excellence who will ensure our customers are at the heart of decision-making. You will have a proven track record in senior, customer focussed leadership and bring an energetic, visible leadership style that builds trust, inspires teams, and drives major change, customer satisfaction and organisational improvement. We're looking for someone who is tech aware and can use data insights and modern tools to enhance service delivery across our field and contact centre operations.

If this sounds like you, I look forward to hearing from you!

Matt Forrest
Chief Executive



Who we are

We're a housing association that provides around 100,000 people in the North East, Yorkshire and Humber regions with homes, support and opportunities to grow.

First things first – we're proud to put our customers at the heart of everything we do.

That means investing millions of pounds each year to keep our homes safe, secure and well maintained. It means supporting people who need help to get onto the housing ladder, pay rent and to keep their home in good repair.

And it means building high-quality new homes for rent and shared ownership (we're a strategic partner in Homes England's Affordable Homes Programme).

But we don't just manage and build homes. We help people into work and training.

We deliver services to prevent homelessness and support people affected by domestic abuse. And we continue to take decisive steps towards net zero, as we reduce our impact on the environment.

Of course, we know we can't do everything on our own and so we place great importance on working with our partners and listening to their views.

After all, we're better together!

If this sounds like your kind of thing, please do read on.

We're passionate about providing equal opportunities and welcome a broad diversity of talent to apply for our vacancies.



Working for Thirteen

If you're looking to have great days at work, you're looking in the right place!

But that's not all. When you work at Thirteen, you get access to a comprehensive benefits package too.

It includes:



31 days' annual leave



Birthday leave



Simplyhealth cash plan



Defined contribution pension scheme



Hybrid working



Car salary sacrifice scheme



Relocation support



Cycle to work scheme



Shopping and leisure discounts

Our strategy

Last year, we launched our new Business Strategy 2024-2035.

Following feedback from our valued staff and partners, we made it shorter, simpler and snappier.

It articulates our vision, mission, strategic priorities, values, and how they all fit together.



You'll find all the detail in the strategy document itself, including clear objectives, statements of ambition describing where we want to be in 2030 and 2035 and how we'll measure our progress along the way.

Read our Business Strategy 2024-2035 and supporting strategy documents.

Our values



How we performed in 2024/25



Regulator of Social Housing ratings



90.0% overall
customer satisfaction



£229.4 million
turnover*



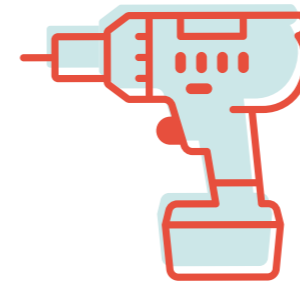
£32.5 million
net surplus*



£135.5 million
invested in new homes*



£113.4 million
invested in existing homes*



90.7%
satisfaction
with repairs service



77
customer net
promoter scorer

*provisional year-end position

Further reading:

- Read our [Annual Report and Financial Statements](#).
- Read our [Customer Annual Report](#).
- Read our [Environmental, Social and Governance Report](#).

About the role

Role:

Chief Customer Officer

Salary:

£160,109pa

Location:

Middlesbrough (Hybrid working)

Reporting to:

Chief Executive

Closing date:

Monday 30 June

Your role in a nutshell:

Our leadership team drives our success, making us the most trusted housing association by delivering fantastic homes and services through brilliant people. They shape our business strategy, champion our values, and embed a culture where customer excellence is who we are. They create clarity with a clear vision, generate energy by inspiring and supporting colleagues, and deliver success by empowering people to thrive.

As a member of our leadership team, our Chief Customer Officer shapes the organisation's strategic direction, strengthens our sector position and leads customer-facing operations. They play a vital role in shaping our social and neighbourhood impact, ensuring we have happy customers who trust us. They will deliver exceptional high-quality front-line services, including repairs, and act as a key contact for the Housing Ombudsman, Regulator of Social Housing, and local stakeholders, councillors and MPs.

What you'll do:

- Lead the customer experience strategy across the organisation, building trust and shaping a culture of excellence, where everything meets customers' needs, now and in the future. Inspire and energise teams to thrive and deliver outstanding, values led services.
- Design and deliver services that make a real difference, overseeing customer experience, repairs, property compliance, housing and specialist housing. Use insight and meaningful customer involvement to shape front-line services that truly work for our customers, meet evolving consumer standards and always keep customers safe in their homes.
- Lead the strategy for housing management, tenancy support, and community resilience, ensuring services are proactive, person-centred, and enable inclusive, thriving communities. Champion agile, neighbourhood-based delivery models that respond quickly to local needs while driving efficiency and delivering strong, sustainable performance.
- Work closely with the Chief Investment and Property Officer to identify where targeted investment, regeneration, and place-based interventions are needed. Champion a holistic approach that integrates housing, support, and community development to deliver lasting social impact.
- Own the entire customer journey, from new tenants to leaseholders and supported housing residents, ensuring smooth, joined up positive experiences.
- Transform digital access by enhancing digital channels and self-service options, making services faster and easier to use for customers.
- Drive senior level collaboration to ensure seamless, customer-centric services across directorates, working especially closely with the Chief Investment and Property Officer to align strategy and delivery.
- Build strong partnerships with local authorities, support agencies and peers to improve community outcomes. Champion specialist and supported housing to grow our impact, influence policy and promote our brand.
- Be the executive lead for customer compliance, ensuring all services align with regulations, tenant rights, and consumer standards, without adding unnecessary red tape.
- Turn insights into action, using satisfaction data, needs assessments, and service intelligence to grow and evolve our offer, in line with customer requirements, strengthen our reputation and extend our impact.
- Be a voice for customers, ensuring real opportunities for customers to shape the services they rely on and that lived experience directly informs strategy, service design and outcomes.

Must have skills and qualifications:

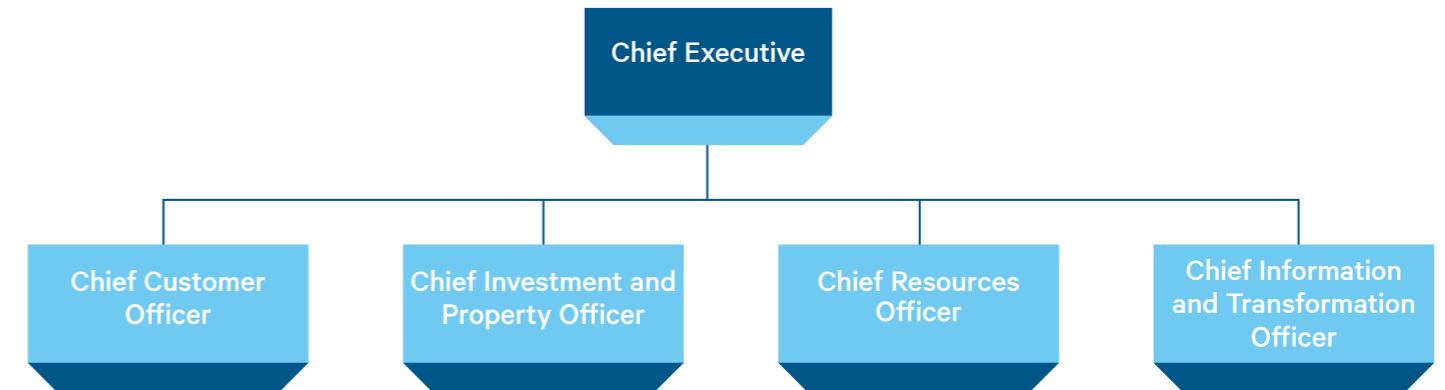
- Qualified and committed:** Relevant degree, professional qualification, or equivalent experience at a senior level, with a commitment to continuous professional development, including achieving a Level 5 Chartered Institute of Housing qualification.
- Customer-first leadership:** A passionate advocate for service excellence, ensuring our customers are at the heart of decision-making.
- Proven strategic leadership:** Proven track record in senior, customer focussed leadership. An energetic, visible leader who builds trust, inspires teams, and drives major change in large, customer-focused organisations that drives customer satisfaction and organisational improvement.
- Operational and digital excellence:** Technology-aware, using data insights and modern tools to enhance service delivery across field and contact centre operations.
- Financial and risk management:** Strong track record in managing complex budgets, delivering efficiencies, and mitigating strategic risks.
- Strong performance management focus:** Ability to drive key performance measures that deliver the right customer outcomes and offer value for money, efficiency and great service.
- Collaboration and influence:** Strong stakeholder management and communication skills, with the ability to engage, influence, and collaborate effectively with stakeholders at all levels, including boards, regulators, partners, contractors, local authorities, residents and internal teams.
- Expertise in complex organisations:** Deep understanding of balancing social and commercial priorities, including significant experience in older persons' and supported housing.
- Resilient and adaptable:** A strong communicator and stakeholder manager, able to navigate change and drive progress in fast-moving environments.

It's a bonus if you have:

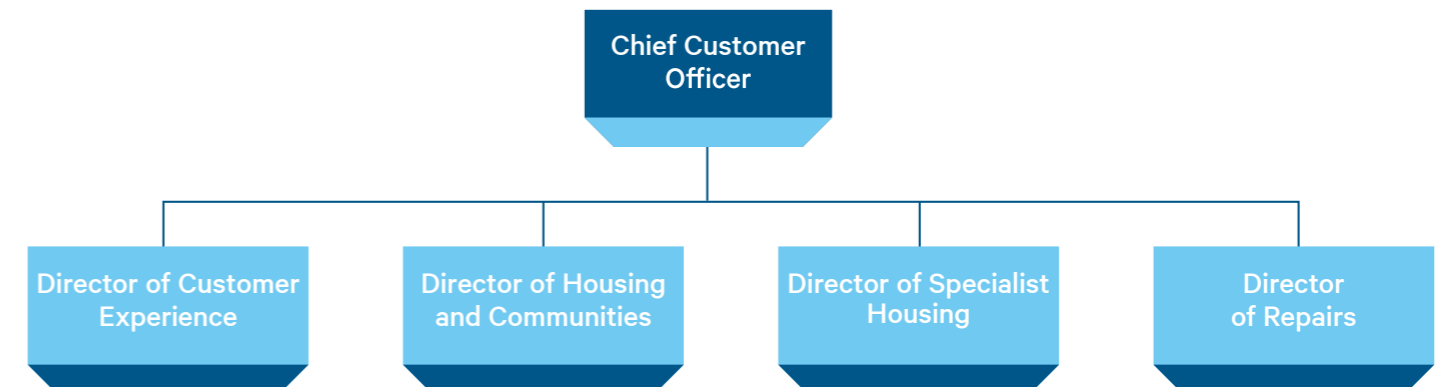
- Expertise in digital customer engagement:** Strong knowledge of CRM systems and digital tools to enhance customer interactions.
- Community and social impact experience:** Proven ability to lead engagement and inclusion projects that strengthen communities.
- In-depth understanding of social housing:** Strong grasp of governance, regulatory compliance, and emerging government policy in the sector.
- Regulatory and compliance expertise:** Experience ensuring compliance with the Regulator for Social Housing and other relevant legislation across customer service, housing management and specialist housing.
- Knowledge of tenant rights and best practices:** Strong understanding of housing regulations and the policies that shape excellent service delivery.

Group structure

Leadership team



Your team





thirteen
Managing and building homes

For full details of our vacancies visit www.thirteengroup.co.uk/jobs.

Thirteen Housing Group

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Windward Way
Middlesbrough
TS2 1QG

www.thirteengroup.co.uk

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We invest in people Gold

