Corporate Leadership Team – Areas of Responsibility and Contact Information

CHIEF EXECUTIVE

BUSINESS SERVICES DIRECTOR

HR & COMMUNICATIONS MANAGER

- Human Resources
- Investor in People
- Governance
- Media and Public Relations
- Communications

SYSTEMS & QUALITY MANAGER

- Quality
- 'Best Value'
- 'Best Practice'
- Performance
- Management Systems
- IT Strategy
- Corporate IT infrastructure and integration
- E-working
- System administration and management, data inputting, archiving
- Freedom of Information
- Data Protection
- Customer Insight Management

FINANCE MANAGER

- Finance Regulation, Policy and Strategy
- Company Accounting
- Risk Management
- Audit
- SLA Monitoring
- Procurement (including stores)
- 'Value for Money' and efficiency
- Budgeting and Financial Forecasting (Business Plan)
- Invoicing and payments (recharges, leaseholder bills)
- Right-to-Buy
- Rent accounting
- Income Management (excluding rent) and recovery
- Stores

BUSINESS DEVELOPMENT MANAGER

- Business Development
- Inward investment,
- Development,
- Regeneration,
- Redevelopment
- Expansion into new markets

CUSTOMER SERVICES DIRECTOR

CUSTOMER ACCESS & SUPPORT MANAGER

- Supported Housing
- Equal Opportunities
- Race Equality
- Diversity
- Rent recovery and Management
- Reception
- Access and Customer Care
- Administrative & Typing Services

PROPERTY & ESTATES MANAGER

- Tenancy and Estates
- Tenant Participation, involvement, empowerment (day-to-day and development)
- Choice Based Lettings
- Housing Register
- Hostel Management
- Void Management and Maintenance
- Leaseholder Management
- Grounds Maintenance
- Regional and Local Housing Strategy
- Regeneration
- Sustainable Communities
- Community Cohesion
- Housing Advice
- Responsive Repairs
- Planned Maintenance

ASSET MANAGEMENT & INVESTMENT MANAGER

- Investment Programme
- Asset Management
- Health & Safety
- Business Continuity
- Emergency Planning
- Contract Management
- Partnering