



Chief Executive Recruitment Pack

Contents

3 Welcome

5 Who we are

7 About the role



Introducing LHP



Who Are We?

Lincolnshire Housing Partnership (LHP) is at the forefront of providing secure, efficient, and affordable housing across Lincolnshire. Managing around 12,850 homes with a yearly turnover of £50m, we're one of the largest housing associations in the region with over 20,000 customers. As a not-for-profit focused on social housing, our goal is to support those most in need across the county, especially along the east coast near Boston and Grimsby, where most of our homes are located.

Our Narrative

Purpose

We make a difference to people by providing homes and supporting communities that improve lives.

Vision

Places to be proud of.

Mission

The basics, done well.

Customer Promise

We listen, and deliver what matters to you.



Trust



Respect



Empathy



Accountability



Teamwork

About the role



Role Purpose

The Chief Executive will provide visionary leadership and strategic direction to ensure Lincolnshire Housing Partnership delivers high-quality, customer-focused housing services that meet regulatory standards and community needs. The role is responsible for driving organisational performance, developing an inclusive and values-driven culture, managing risk and financial sustainability, and building strong relationships with stakeholders to create thriving communities and achieve long-term social impact.

Responsible For

Accountable to the Board for the successful delivery, within business plan, of the corporate vision, strategy, and objectives of LHP.

Key Relationships

- External: Customers; Regulator of Social Housing, Homes England and Housing Ombudsman; Local Authorities, regulatory providers in Lincolnshire, sector networks and comparative organisations; regional, national and trade media; professional advisors.
- Internal: Colleagues; LHP customers and their representatives; the Executive and Leadership teams; the Chair, the Board and its Committees.

Chief Executive - Key Responsibilities

Strategic Leadership, Corporate and Financial Management

1. Ensure the right conditions for the future direction and success of LHP by setting LHP's vision and the development, implementation, and review of LHP's corporate strategy, policies, plans and budgets, ensuring alignment with legislation and regulatory requirements and effective consultation and communication.
2. Drive an inclusive corporate culture aligned with LHP's values - which builds trust and empowerment, and ensures learning and accountability, so all statutory and regulatory compliance requirements are understood and fulfilled.
3. Build a cohesive leadership team and create the conditions for success and high performance, with collective responsibility to support and challenge to ensure capability and capacity to implement corporate strategy, policies, plans and budgets and achieve LHP's purpose.
4. Effect transformational change which includes inclusive collaboration with colleagues and customers in building new ideas and draws upon innovation, business intelligence, research, and best practice, in advising on options and opportunities.
5. Ensure the Board and Committees are effectively supported and given the information necessary to perform their duties and their attention is drawn to matters they must consider and decide.
6. Establish and maintain financial, risk management and information systems and exercise control over LHP's business, ensuring compliance with corporate regulations, statutory and legislative requirements to maintain and enhance LHP's financial viability.

Leading People

7. Promote and represent the interests of LHP and develop highly effective working relationships externally with the Regulator of Social Housing, Homes England, Local Authorities, Government Departments, the National Housing Federation, and other private and public sector organisations with which LHP may wish to establish links or partner with to share best practice.

8. Role model LHP's culture, values, and behaviours, embedding a leadership style that is motivational, authentic, and inspiring and encourages support, trust, empowerment and accountability and facilitates good working relationships between all colleagues, and between the Executive Leadership team and the Board and its Committees.

9. Oversee the development of culture and people frameworks to engage, inspire and motivate all colleagues, supporting them to continuously improve service delivery outcomes for customers, ensuring business effectiveness, efficiency, solutions, and sustainability.

10. Ensure good internal and external engagement to build strong relationships.



Leading the organisation

11. Ensure LHP is purpose led and customer focused, delivering services which meet customer needs and ensure meaningful customer involvement, inclusion, and engagement, listening to customers and using customer insight.

12. Provide strategic direction and management to deliver high quality housing management and customer service delivery to the highest standards of integrity and professionalism, in support of long-term financial viability.

13. Ensure day-to-day organisation and alignment of resources to achieve corporate strategic outcomes and budget, ensuring a cohesive approach that supports colleagues to achieve plans and objectives, meet local needs and regulatory and statutory compliance, within the strategic and policy framework set by Board and its Committees.

14. Ensure LHP's assets and homes are managed and maintained effectively and efficiently.

15. Oversee the development of LHP's new business development, regeneration and growth strategies and ensure programmes are in place to meet identified need and with appropriate consideration of risk.

16. Establish and maintain effective monitoring and control systems and processes to deliver and evidence assurance of compliance with legislation and regulation, including health and safety, equality, diversity and inclusion, regulatory standards, and value for money.

Other leadership responsibilities

17. Highly visible presence within the organisation, LHP's communities and the wider region.
18. Keep abreast of best practice, nationally and locally and through networking, create business and partnership opportunities, throughout the region and wider, if appropriate.
19. Ensure that consideration of equality, diversity and inclusion inform all that you do.
20. Create a safe and healthy working environment, in compliance with corporate health and safety policy.
21. Take proactive responsibility for own personal and professional development.
22. Be a role model, demonstrate highest personal standards of integrity and conduct at all times.

No executive role profile can cover every eventuality. The postholder is expected to work flexibly taking on other duties as required, as LHP continues to grow and develop.

Chief Executive - Key Responsibilities

Experience and qualifications

- Substantial and proven experience in the social housing sector at a senior level, with a deep understanding of regulatory expectations and the challenging operating environment.
- Track record of strategically leading teams to deliver positive service improvement, having a laser focus on execution, delivery and outcomes.
- Track record of establishing a visible local presence, understanding community challenges and customer needs.
- Demonstrated success in leading complex, social-purpose organisations and delivering inspirational leadership.
- Experience in building cohesive leadership teams and maintaining a positive, inclusive organisational culture.
- Expertise in effecting transformational change, providing vision and strategic direction, while ensuring strong financial, risk, and compliance controls.
- Experience working with non-executive boards, demonstrating transparency and collaboration to lead with one voice.
- Proven ability to engage external stakeholders, building authentic relationships that inspire confidence and trust



Attributes

- **Commitment to Social Purpose** – Passionate about creating conditions for organisational success and improving outcomes for our customers.
- **Community Presence** – Visible and approachable within local communities, actively engaging with customers to understand their needs and challenges.
- **Personal Impact** – Demonstrates integrity, empathy, and interpersonal skills; builds authentic, inclusive relationships with customers, colleagues, and stakeholders.
- **Values-Driven** – Behaviours aligned with LHP's values, fostering trust, respect, and accountability.

Skills

- **Inspirational and Visionary Leadership** – Ability to motivate and empower teams, set and maintain a positive culture aligned with our values.
- **Authentic Team Builder** – Skilled at creating a cohesive, high-performing leadership team and fostering collaboration.
- **Change Management** – Expertise in driving transformational change, encouraging innovation, and creating inclusive conditions for success.
- **Stakeholder Engagement** – Strong influencing and negotiation skills to build authentic, open, and trusting relationships externally.
- **Communication** – Exceptional written, verbal, and presentation skills; able to tailor communication methods and present complex data clearly for decision-making.

Skills (continued)

- **Strategic Thinking** – Ability to assess context, scan the environment, and collaboratively set strategic direction to achieve organisational purpose and outcomes.
- **Analytical Thinking** – Skilled in interpreting and analysing complex financial, performance, and operational data.
- **Risk Management** – Competent in identifying and managing risks, making sound judgments while maintaining a balanced approach to risk.

Additional Information

LHP believes firmly that Equality, Diversity and Inclusion is fundamental to all aspects of our business and should be an integral and embedded part of everything we do. Colleagues are expected to comply with the equality and diversity policy and respect and value others in their work.

LHP requires that health and safety is considered at the earliest opportunity and that all its colleagues adopt a systematic and effective approach to health and safety within their particular area of responsibility. LHP expects every colleague to comply with its agreed policies and procedures and to take all possible care of their own health and safety and that of others.

