

We are hiring a Head of Customer Services & Engagement

Welcome from Nick Batt, Customer Director

This role is an opportunity to be part of a team that makes a genuine difference in our communities. In this pack, you'll find details about the position and insights into what it's like to work with us. Connexus is a rural housing association rooted in Shropshire and Herefordshire. We provide over 10,000 affordable rented homes and associated support services across the two counties, supported by a workforce of approximately 530 colleagues.



Our vision is simple yet ambitious: to provide homes you can build a life in. Central to achieving this vision is our belief in the value and potential of our people. We recognise that a positive, empowered, and engaged workforce is essential to delivering outstanding service to our customers and communities.

We are always looking for people who are motivated, hard-working, flexible, full of ideas and most importantly, people who really want to make a difference. We want people that will embrace our culture and the freedom it offers and continue with the innovation in service delivery we have become known for. If you like the sound of this, then we might be the organisation for you. I hope the information in this pack proves useful and gives you all the guidance you need to pursue your application.

Our corporate plan

Our new Corporate Plan, homes you can build a life in was launched in March 2025. This new plan focuses on our commitment to providing good-quality, safe, and affordable homes – fundamental principles that will always guide Connexus. Where we do want to see change is in our service delivery, with a focus on building trust in our services as well as ensuring we are operating as efficiently and effectively as possible.



As well as building trust, we will of course continue to build new homes, with this plan shifting the focus to look at our existing land, the properties we have, and the needs of the local communities we serve. Regeneration will play much more of a role in our developments over the next five years, aiming to replace homes which are no longer fit for purpose in the same places or close by – ensuring affordable housing doesn't disappear from our communities.

This plan is a confident step forward, shaped by those we serve and work alongside. It reflects our commitment to providing good quality, affordable homes while adapting to the evolving needs of our communities.

Read the [Corporate Plan 2025-2030 here](#).

Our direction of travel

At Connexus, we are dedicated to providing safe, high-quality homes and services that our customers can rely on. As we continue to adapt to evolving customer needs and regulatory expectations, we are seeking a strategic and customer-focused Head of Customer Services & Engagement to lead our approach to service delivery, complaints handling, and customer engagement across all contact channels.

This is a pivotal leadership role within our Customer Directorate, responsible for shaping and embedding a culture of customer-first service, compliance, and continuous improvement. You will ensure that Connexus not only meets but anticipates the requirements of the Housing Ombudsman, Consumer Standards, and other relevant legislation, driving innovation and championing the customer voice at every level.

What we can offer you

The benefits at Connexus



Hybrid & Home Working

Where possible, we offer hybrid working which involves working from home and working in an office/hub for an amount of time during the week as agreed with your line manager.



Personal development

A healthy learning and training budget to support your development



Flexible working

We're supportive of flexible working wherever possible and this can be discussed with your line manager and a flexible working request can be made if needed.



Annual leave

You'll be entitled to 27 days annual leave which are bookable and 3 additional days which are used for closure days between the Christmas and New Year period.



Pensions

We've got a great pension with the Social Housing Pension scheme that you'll automatically be enrolled into, with employer contribution of up to 15%.



Enhanced maternity/paternity pay

Dependent on service qualifying criteria we offer enhanced maternity and paternity benefits.



Volunteering

We're a community-focussed organisation and encourage our colleagues to take 1 day every year to volunteer in the community and you'll receive your normal pay for that day.



Equipped for the job

All IT equipment along with uniform, van and tools where required are provided.



Your wellbeing

Your wellbeing is very important to us and we have a number of offerings to help keep you well in and outside work.



Healthcare Cash Plan

We offer a plan from Westfield Health that gives you money back for costs of treatment from various health care providers such as opticians, the dentist and physiotherapists.

Discounts Scheme

This is provided through Westfield Rewards. You can get discounts and cashback using an online portal for major high street brands, leisure, and services.

Salary Review

Salaries are reviewed annually in April.

Meet with us

Expect to hear from us soon.

If invited to interview, we'll provide all the details in advance, including any interview formats we may use. During the interview, we'll chat about your experience, and you'll have the chance to ask questions too. There may also be a task or presentation so you can showcase your skills.

If you're successful, we'll be in touch to discuss the next steps and make sure you have everything you need to get started.

Directors

Kate Smith
Chief Executive



Matt Pitt
People Director



Nick Batt
Customer Director



Fleur Whittingham
Property Director



James Taylor
Finance Director



Our Non-Executive Directors

Anne Turner

Chair of the Board



Nicola de longh

Senior Independent Director



Simon Ewins

Non-Executive Director



Imran Patel

Non-Executive Director



Julian Bill

Non-Executive Director

Helen Southwell

Non-Executive Director



James Savage
Non-Executive Director



Philip Ingle
Non-Executive Director



Anne Copeland
Non-Executive Director



Thank You

Thank you for considering a career with Connexus.

If you have any questions or need further information, please don't hesitate to reach out to the Hiring Manager or our People Team.

Your journey with Connexus starts here and we can't wait to see where it leads!

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@weareconnexus