Position	Chief Executive Officer (CEO)
Reporting to	Board Chair

Key Responsibilities

Strategy

- Work alongside the Board and investors to develop and execute the strategic plan as Sage Homes transitions into a property/housing management business.
- Establish clear priorities and metrics to drive execution discipline and organisational accountability for operational performance and efficiencies across the business.
- In partnership with key stakeholders, shape and execute a sustainable strategy for growth, with an eye to the macroeconomics and financials.

Customer focus

- Ensure a high-quality experience for all Sage Homes customers, through the execution of an omni-channel strategy. Ensure an unerring focus on strong CSAT ratings.

Operational excellence & transformation

- Drive organisational transformation, shaping and delivering the optimal structure for Sage Homes to thrive as a high-quality service provider across our portfolio of homes.
- Spearhead innovation through technology implementation and new tools to drive business insights for decision making.
- Ensure that as an operating housing provider, we are utilising and maintaining our assets well, we are fully compliant and have an unerring focus on customer and colleague health and safety.

Regulatory

- As executive regulatory lead, ensure Sage Homes meets its statutory and regulatory obligations.
- Ensure compliance and preparedness for our next IDA, working in close partnership with the Chair.
- Build and maintain positive relationships outside of formal regulatory cycle with the Regulator of Social Housing, continuing to position Sage Homes as an exemplar of best practice, for-profit provider.

People & culture

- Provide assured and visible leadership to the organisation across both operating sites, championing the company's value set around integrity, employee experience, customer service and execution.
- Maintain trust internally and externally through transparency, with unerring collaborative spirit.
- As the organisation evolves, ensure the leadership structure of the organisation is fit for purpose.

Sage Homes is the trading name of the companies in the Sage Homes Group including Sage Housing Group Limited (Company No. 11415740) and the registered providers of social housing Sage Homes RP Limited (Company No. 11217910; RP No. 5082) and Sage Rented Limited (Company No. 11217855; RP No. 5083). All are registered in England. Registered office: Orion House, 5 Upper St Martin's Lane, London, WC2H 9EA. More information at sagehomes.co.uk

Financial

- Ensure the financial stability and resilience of Sage Homes, balancing both short and long term OPEX and CAPEX need.
- Work with shareholders and the CFO to shape a forward capital strategy which enables further growth.

Investors & Board

- Collaborate effectively with investors with full transparency. Champion a high touch approach with Blackstone and Regis in what is an agile and dynamic environment, and as CEO always be prepared to report on financial, operational and commercial matters.
- Work with the Chair of the Board to provide input and support to ensure good governance.
- Ensure the Board and investors are always sighted on risks – and that they are understood and managed accordingly.

Stakeholder management

- Play a critical role managing key stakeholder relationships including regulatory and government bodies, housing industry leaders, the Board, current/prospective investors, resident customers, and shared ownership customers.
- As the face of Sage Homes, act as an ambassador in the cities and communities in which we operate.
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Essential skills and experiences

- A demonstrable track record of leadership across residential real estate and service provision. Within this, candidates must be able to evidence driving sustained growth.
- A demonstrable ability to work with multiple owners/commercial stakeholders in a fast-paced environment.
- Notable change management credentials, both operational and cultural. Candidates must have a strong track record of advancing organisations, and demonstrate their ability to innovate, where technology has been a feature.
- A strong grasp of good governance, with a track record of working closely with non-executive boards.
- Experience of operating within an environment where there is regulatory and political overlay.
- Credentials in bringing assured and values-led leadership to multi-disciplinary teams.
- Strong financial literacy/acumen and the ability to speak with credibility on the context of business and industry with institutional investors.
- A strong ambassador, able to represent Sage Homes in a range of guises with a range of stakeholders including regulators, strategic partners, central government and funders.

Critical competencies

- **Balances stakeholders**: Anticipating and balancing the needs of multiple stakeholders and investors. Balance different interests and viewpoints while building alignment across various parties. Communicate in a manner that conveys a clear understanding of the unique needs of different audiences.
- **Customer focus**: Building strong customer relationships and delivering customer-centric solutions. Leads the organisation in a genuinely customer-centric manner, embedding the required behaviours throughout all functions of the organisation at all levels. Committed to and passionate about providing an exceptional level of service to, and communications with, customers.
- **Drives results**: Consistently achieving results, even under tough circumstances. Tackling new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm. Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.
- **Aligns execution**: Planning and prioritising work to meet commitments aligned with organisational goals. Providing direction, delegating, and removing obstacles to get work done. Securing and deploying resources effectively and efficiently.
- **Builds networks**: Effectively builds formal and informal relationship networks inside and outside the organisation. Leverages strong relationships into influencing skills and the ability to build alignment internally and externally.
- **Builds effective teams**: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals. Developing people to meet both their career goals and the organisation’s goals. Creating a climate where people are motivated to do their best to help the organisation achieve its objectives.
- **Collaborates**: Building partnerships and working collaboratively with others to meet shared objectives without ego. Handle conflict situations effectively, with a minimum of noise.



Our purpose
Why we come to work

The constant pursuit of homes people love

Our mission
What we do

We strive to provide the best affordable homes with the best customer support

Our ethos and behaviours
How we work

A unique mix of ambition and empathy

At Sage, ambition drives us to aim high – to challenge the norms, to go the extra mile, to deliver our best. We balance this with empathy: truly listening to, and caring about, our customers and colleagues. Because when ambition and empathy come together, we are truly at our best.

Our people work to the 'Three Rs': Responsive, Responsible and Respectful. By using the three Rs, we provide our customers with first-class service, treating everyone with fairness and respect.

