recruitment pack

Are you ready to be part of something extraordinary?

believe housing

contents

welcome to **believe housing**

Here at believe housing, we're entering into one of the most exciting chapters in our story – a bold and ambitious period of transformation that will reshape how we think, work and create exceptional value and experiences for our customers and colleagues.

And we're looking for people who want to be at the heart of that change.

This transformation will see us embrace new technologies, reimagine our services and unlock the potential across every part of the business.

If you thrive in fast-moving environments, love solving real problems and want to help build something brilliant for our customers – this is your moment.

Lisette Nicholson

Lisette Nicholson
Executive Director of Culture, Technology and Transformation
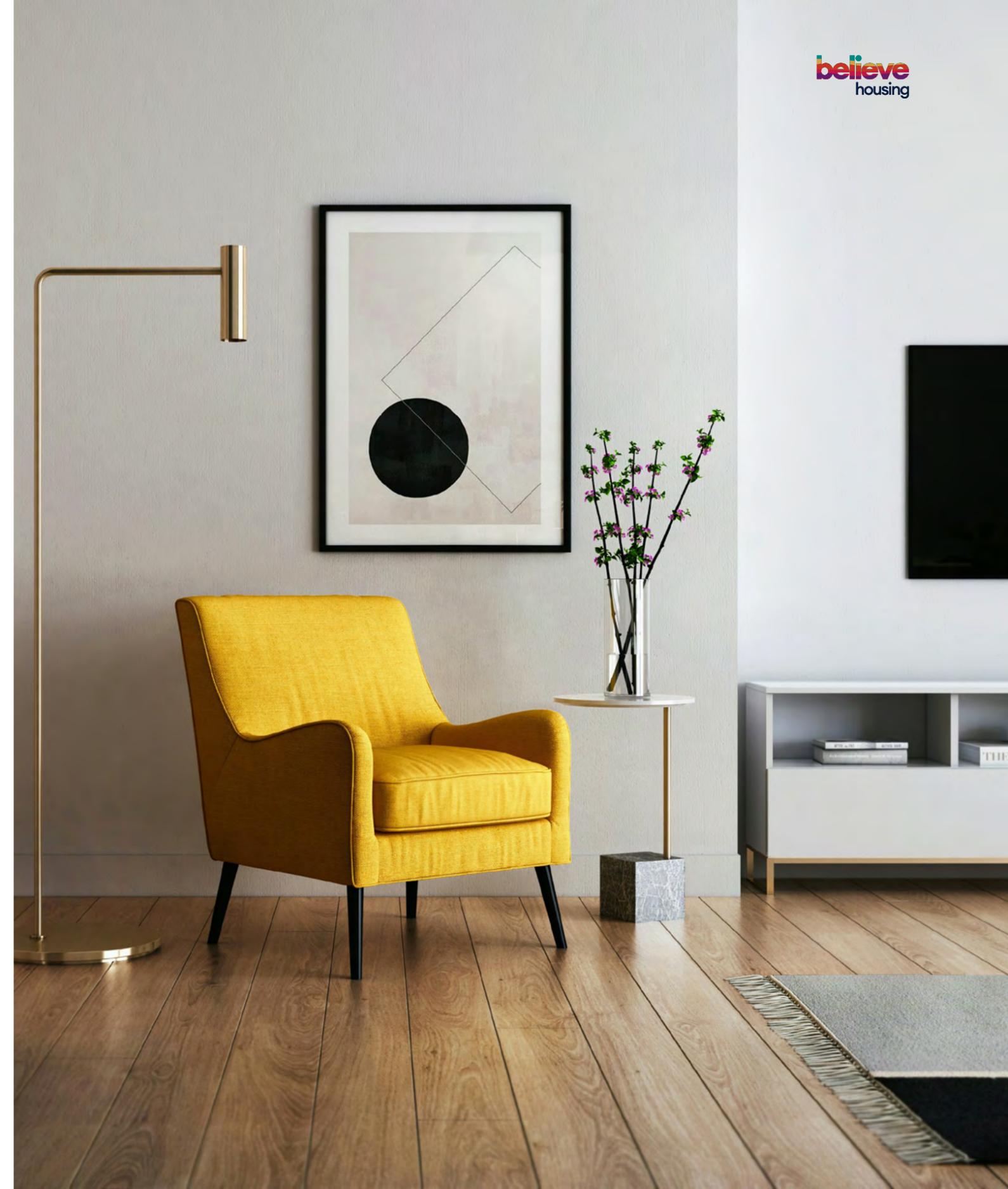
about **believe housing**

believe housing is one of the north east's largest social housing providers, with a diverse portfolio of business activity.

With a turnover of more than **£86m**, around **650 employees** contribute to the management of more than **18,000** homes.

We have **22,000 customers** who live in rural and coastal towns and cities across County Durham, and its peripheral areas.

In the last five years we have invested **£98.4m improving homes;** £1.4m in communities; £13m in home energy improvements; recovered £6.5m of unclaimed benefits; and **built more than 1,000 new homes.**

There is a strong commitment to placemaking and **believe housing plays an active role across its neighbourhoods** with support and services that assist people to manage money, find work, start up businesses and to stay healthy and well.

our core purpose and values

we believe in life without barriers

Our core purpose statement clearly sets out why we exist as an organisation:
We improve our customers' lives by providing healthy and affordable homes and enhancing our communities.

At believe housing our core values are simple.

We all agree to, do the right thing:
- **for our customers**
- **for our colleagues**
- **for our business.**

You can read our **Corporate Plan here.**

Our culture is extremely important to us. In recognition of this, we've worked with colleagues from across the business to create a new set of behaviours that will help us build on our already great culture.

achieve great results

keep improving

work well together

be at our best

healthy homes

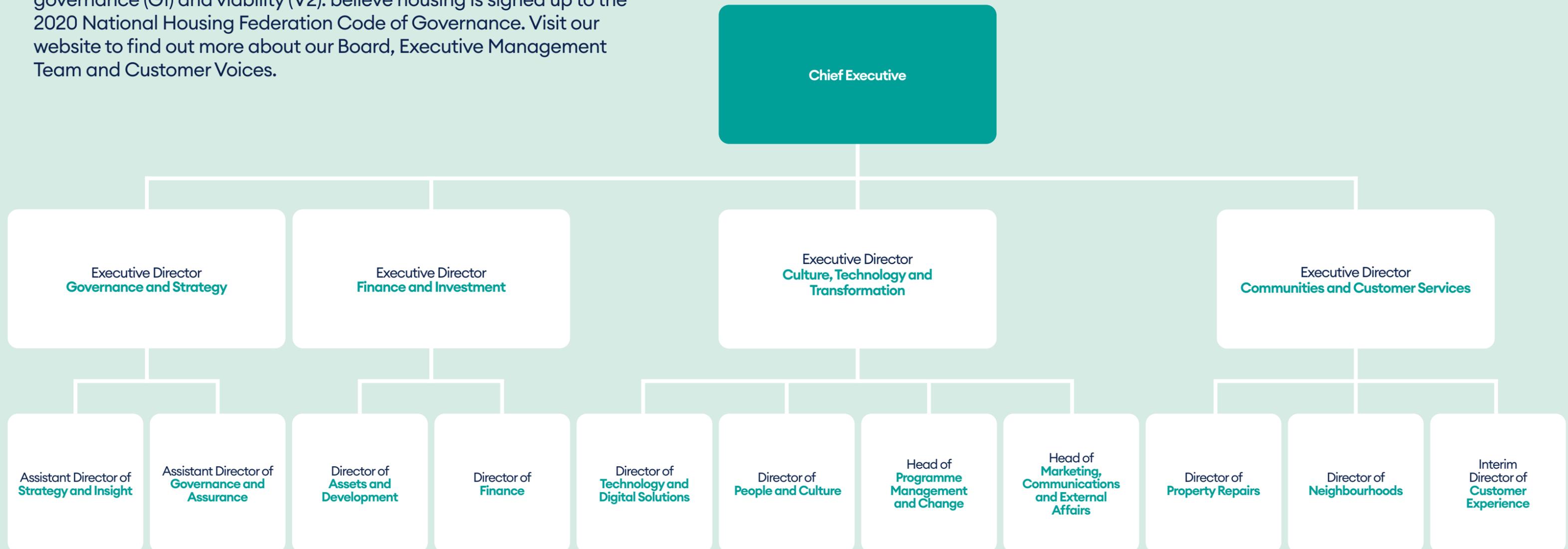care about the basics

make a positive difference

By exemplifying these behaviours, we will achieve our objectives and ensure we deliver for our customers, support our colleagues and create a strong and stable business.

regulation, governance and leadership

believe housing is registered with and co-regulated by the Regulator of Social Housing.

At the end of 2025 the regulator reaffirmed our compliant rating for governance (G1) and viability (V2). believe housing is signed up to the 2020 National Housing Federation Code of Governance. Visit our website to find out more about our Board, Executive Management Team and Customer Voices.

Chief Executive

Executive Director
Governance and Strategy

Executive Director
Finance and Investment

Executive Director
Culture, Technology and Transformation

Executive Director
Communities and Customer Services

Assistant Director of
Strategy and Insight

Assistant Director of
Governance and Assurance

Director of
Assets and Development

Director of
Finance

Director of
Technology and Digital Solutions

Director of
People and Culture

Head of
Programme Management and Change

Head of
Marketing, Communications and External Affairs

Director of
Property Repairs

Director of
Neighbourhoods

Interim Director of
Customer Experience

some of our **key stats**

We have supported **148 people** to access secure employment in the last year.

We awarded more than **£268,397.92** through our community investment programme.

Our community funding programme supported **139 projects.**

We have developed more than **1,000 new homes.**

We have secured placements for **eight customers** through our New Start programme.
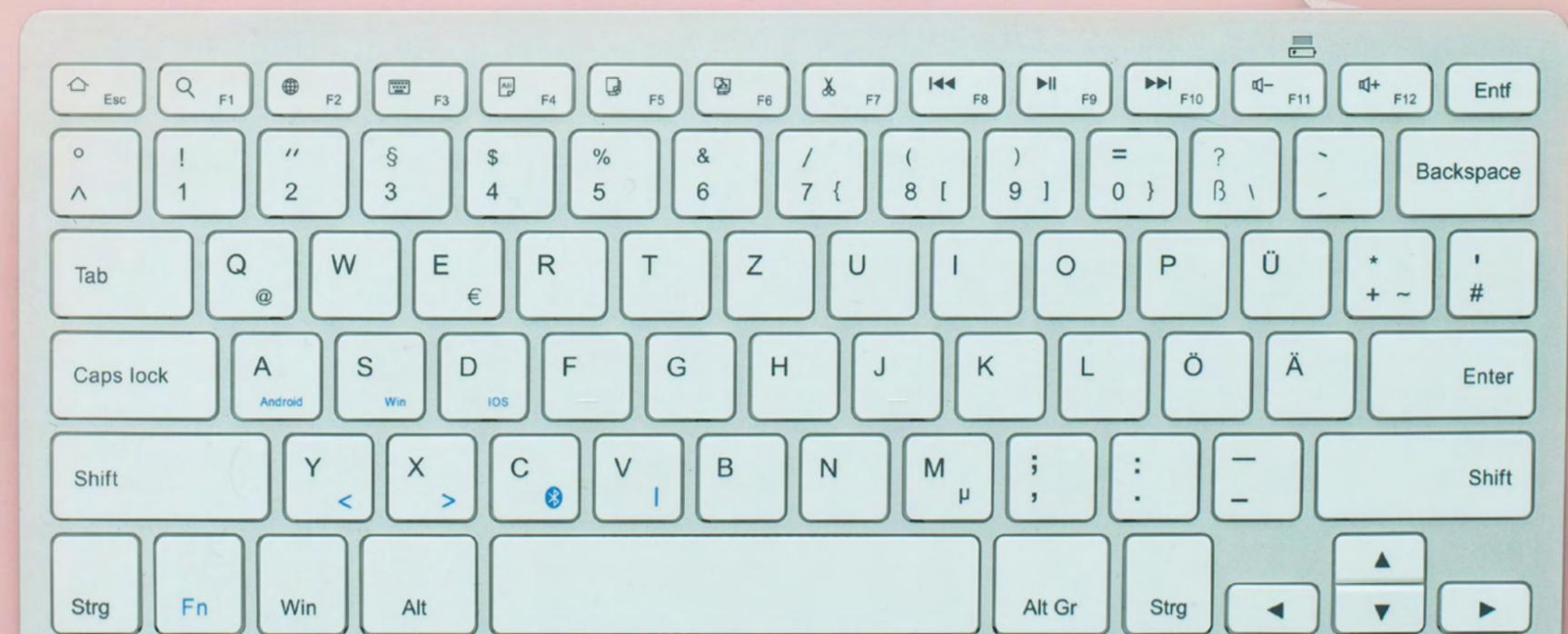
Customer satisfaction with our services is **81%.**

Our teams worked with **3,258 customers** in the last year.

Our culture audit score is **84** (out of 100).

We have also attained a **2 Star, outstanding to work for** accreditation from our Best Companies 2025 submission.

Our dedicated teams have helped customers maximise their income, in total making them more than **£1.6m** better off.

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our current vacancies

As we embark on our organisation-wide transformation programme, it is essential that we strengthen our collective capability with the right expertise, leadership and support.

Transformation at this scale is not simply a set of projects – it's a coordinated effort to reshape how we work, how we serve our customers and how we prepare for the future. To ensure we deliver lasting, meaningful change, we are introducing 11 new roles that will provide structure, discipline and momentum across every part of the programme:

Business Analyst	£43,074	(full-time, permanent)
Business Analyst	£43,074	(full-time, three-year fixed-term)
Data Analyst x2	£43,074	(full-time, three-year fixed-term)
Data Architect	£82,269	(full-time, three-year fixed-term)
Data Engineer x2	£48,458	(full-time, three-year fixed-term)
Data Scientist	£43,074	(full-time, permanent)
Project Manager	£53,843	(full-time, three-year fixed-term)
Salesforce Administrator	£43,074	(full-time, permanent)
Technical Lead and Enterprise Architect	£82,269	(full-time, three-year fixed-term)

As a family friendly employer, we also offer a competitive pension scheme, 31 to 33 days annual leave, and four volunteering days each year.

Want to know more?

Visit us at www.believehousing.co.uk/careers/vacancies