



## Director of Assets, Customer Services, Populo Homes

Populo is Newham Council's wholly owned housing company, tasked with designing and building Newham's next generation of high-quality sustainable new homes and communities. Populo Homes is our registered provider of social housing and is an integral part of the Populo Group.

Newham is one of London's most vibrant, diverse, and fastest growing boroughs. Ten years after the Olympics, the borough is still harnessing the Olympic legacy to benefit local residents. Indeed, the latest phase of London's Olympic Legacy is being delivered in-house by Populo on the Carpenters Estate, one of London's largest estate regeneration and restoration projects. Districts like Stratford and Royal Docks have been transformed for the better, and the opening of five new Crossrail stops later this month will connect the borough to Central London in 15 minutes. The forward-thinking Council administration is ensuring thousands of new homes are being built and residents are benefiting from the resulting economic, social, and environmental uplifts.

Our close collaboration with Newham Council, will ensure Populo is on track to be a £1 billion investment company by the end of the decade. Together we are already delivering for Newham's diverse and growing communities. Our long-term commitment leverages Newham Council's ambition, land, and assets to deliver tens of thousands of homes and create thriving and sustainable local areas. Our shared commitment to the environment means we are also delivering homes for the future to tackle the climate emergency.

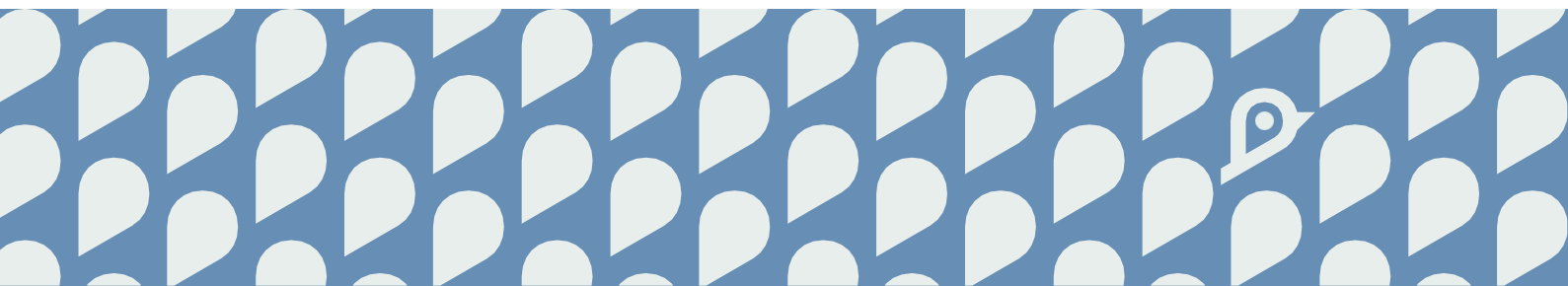
Our environmentally sustainable new housing developments enhance and enrich the local communities, offering the best in class design.

Populo has doubled in the last year and will double again. Over the past year, we completed 289 homes, of which 212 were affordable. By March 2023, we aim to grow the number of homes under Populo's management closer to 1,000, with an aim to build up to 7,000 new homes by 2040.

As a landlord, we have an unwavering commitment to providing outstanding homes and exceptional customer service.

Like the most dynamic start-ups, Populo's growing team is united by a single purpose: making Newham home. Our team come from a wide range of backgrounds in the private and public sectors. Our board is made up of industry leaders from across the real estate sector, providing the best-in-class governance and strategic insight. We work hard, and we work smart. We operate in an open and collegiate way, encouraging people to take responsibility and use initiative. We also encourage the team to be adaptable and promote agile working to ensure that our core business objectives get delivered. This may mean that you will enjoy a more wide ranging and valued role than working for larger businesses.

Our work is community critical, exciting, challenging, and rewarding, and we want to find talented individuals who can bring relevant new skills and expertise, and importantly, the right attitude to the





business. We offer an attractive remuneration package with generous paid leave, the opportunity for flexible working, paid membership to professional bodies, and dedicated personal training and development opportunities.

Finally, we place great value on our connections to Newham; it is important to us to reflect and understand our borough and its diverse communities. We are always interested to hear from local people who share our values around diversity and inclusion.

### About the Role

The Director of Assets, Customer Services, and Populo Homes is a unique and exciting new role to lead, build, and develop a first-class customer service offer for one of East London's leading and fastest growing Build To Rent (BTR) and Affordable Housing businesses. Our impressive pipeline of new homes will result in Populo growing from 400 homes to 1,000 over the next 12 months, with a view to grow to some 5,500 homes over the next 10 years.

The role will also act as the Group Lead Director for our registered housing provider, Populo Homes, and take overall responsibility for all aspects of property management, repairs and maintenance, lettings, and income management, in line with all required regulatory and statutory requirements.

As a key member of the Executive, you will help build Populo's brand and reputation as the key housing options player in Newham, providing a range of high-quality renting tenures to meet the borough's diverse housing needs. Through better use of engagement, data, digital solutions, insights, and resources, you will ensure delivery of an excellent customer service to all of Populo's customers.

### How To apply

To submit an application, please click here: [www.berwickpartners.co.uk/85972](http://www.berwickpartners.co.uk/85972)

Should you wish to have a confidential discussion regarding this position, then please contact our recruitment partner Marek Dobrowolski:

**Marek Dobrowolski**

Partner

[Marek.dobrowolski@berwickpartners.co.uk](mailto:Marek.dobrowolski@berwickpartners.co.uk)

**Closing date:** Friday 17th June 2022

