Role Title	Customer Services Manager
Corporate Focus	LHA Group
Objectives / Purpose of Role	To provide leadership and direction in relation to the ICT Strategy ensuring the provision and delivery of reliable and effective ICT support for all aspects of the LHA Group's business activities. Lead digital transformation initiatives that improve services for tenants. Ensuring our staff and board are trained and supported to improve our service delivery and options. Ensure robust cybersecurity and data protection, creating a trusted, secure environment.
Accountability	Director of Customer Services
Management Responsibility	None
Main Location / Base	Hybrid
Hours of Work	28 hours
Date Approved	10/02/25

Key Activities

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- Develop a 3 year IT strategy that aligns with the Group's business objectives for key business areas ensuring current thinking and practice are reflected.

- Oversee the design, implementation, and maintenance of IT infrastructure, including networks, servers, and data storage systems.

- Oversee design and customisation of technological systems and platforms to enhance customer service delivery.

- Set and monitor budgets and ensure effective management and control of delegated budgets and operational costs for the Association, LHAPS and LCR.

- Report directly to SMT ensuring all risks relating to the LHA Group are identified, managed, and reported to the Board on a regular basis.

- Implement a robust performance management framework, supported by benchmarking data, service improvement plans and SMART targets and deliver continuous improvement in performance results and value for money.

- Support the Chief Executive, Boards, Committees, sub committees in delivering effective governance, including preparing and presenting reports on a regular basis, providing assurance to Boards and Committees.

- Co-ordinating and delivering business critical ICT related projects through effective research, liaison and management of ICT service providers.

- Effectively managing ICT service suppliers and support contracts to ensure that critical ICT resources achieve maximum uptime and value for money is provided.

- Keeping up to date with the latest technologies and relevant hardware and software available for the Group business activities.

- Developing a training programme for all users with the aim of raising skills, standards and awareness in the use of MS Office and other applications and promoting consistency across the organisation.

- Analysing, supporting, developing and training users on business software in use by the Group to maximise its full potential and maintain the integrity of Group databases.

- Develop and implement a comprehensive cybersecurity strategy including becoming cyber security accredited.

- Stay informed about emerging cyber threats and vulnerabilities, taking appropriate action or providing recommendations as required.

- Conduct regular security audits and penetration testing, ensuring any corrective action is implemented swiftly.

Other Responsibilities
- To always represent Lochaber Housing Association and the Lochaber Group positively and effectively
- To be familiar with, observe and uphold all policies and procedures relevant to this role
- To communicate effectively with colleagues to ensure high quality service provision and performance
- To participate in all relevant training and development
- To comply with all relevant statutory and regulatory requirements
- To follow all reasonable instructions and undertake any other reasonable tasks that may be required

Specific Resources Associated with this role
Smart Phone / ICT

Key Relationships
ICT Support Provider(s)