

# Welcome message



Dear candidate,

I am delighted to welcome you to Ealing Council's senior recruitment process and thank you for your interest in joining our Housing and Environment Directorate. As Operational Director of Housing Landlord Services, you will play a pivotal role in shaping the future of housing across one of London's most diverse and ambitious boroughs.

At Ealing, our mission is clear: we are here to serve our residents, putting their needs and aspirations at the heart of everything we do. Our council's priorities, creating good jobs, tackling the climate crisis, and fighting inequality, are not just words, but the foundation of our work and the lens through which we deliver services. We are proud of our record in building genuinely affordable homes, investing in greener neighbourhoods, and relentlessly addressing poverty and inequality. We know that safe, high-quality housing is central to these ambitions.

Our Housing and Environment Directorate is responsible for managing and improving over 17,000 council homes, ensuring that every resident has a safe, warm, and welcoming place to live. We are committed to resident-led service design, continuous improvement, and the highest standards of compliance and safety. As a senior leader, you will play a key role in driving transformation, fostering innovation, and building partnerships that deliver real change for our communities.

This role requires inspirational leadership, strategic vision, and a deep commitment to equality, diversity, and inclusion. You will be responsible for significant budgets and teams, and you will work closely with elected members, partners, and residents to deliver our promises. We are looking for candidates who are passionate about making Ealing a better place, who bring expertise in housing management and asset strategy, and who share our values of trust, collaboration, innovation, and accountability.

We know that joining a new organisation is a significant step, and we are committed to supporting you every step of the way. Please review

the information pack for more details on our values priorities. You will find a culture that is ambitious, inclusive, and resident-focused, where your ideas and leadership will make a lasting impact.

Thank you again for your interest in Ealing Council. We look forward to learning more about you and to welcoming you as part of our journey to deliver outstanding housing services for our borough.

Warm regards,

**Nicky Fiedler**

Strategic Director, Housing and Environment

Ealing Council