

Job Title: Head of Commercial Services

Reporting to: WSHA Director of Finance & ICT

Salary: £57,000 per annum

ORGANISATION OVERVIEW

WSHA was formed in 1977 and currently has a property portfolio of over 1300 homes and provides factoring services to approximately 550 homes.

We also operate 3 subsidiaries: WS Estate Services Ltd (WSES), WS Property Management Ltd (WSPM) The Whiteinch Centre (TWC) which provide a number of services to our tenants and the local community.

The WSHA [Business Plan for 2025 – 2030](#) reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality. Our strategy is ambitious, and our intentions are to achieve the highest standards in service delivery and growth whilst maintaining a strong financial performance. This is also reflected in the [WSES Business Plan 2025 - 2030](#).

The realisation of our Business Plan will help support WSHA maintain its position as an innovative and progressive community-based housing association.

Our Purpose, Way and Impact

Purpose for generations

As a community-based housing association, our purpose is to provide quality, safe and affordable homes that will sustain individuals and families. It is our purpose to sustain and support the creation of equitable, secure and thriving communities that people are proud to call home.

Way for generations

The way we deliver this purpose is through housing, investment, maintenance, community services and environmental services. We integrate our customers' aspirations, challenges and needs as stakeholders in our business and as neighbours in our communities. Together, we create opportunities to work and thrive and have a positive impact now and for generations to come.

Impact for generations

We create communities, not just provide services. Our communities promote dignity through stability, equity and social connection. Our customers have a voice in decision-making and the opportunity to shape our services. Our impact is revealed in thriving communities where people trust and rely upon one another, where local voices guide decisions and where everyone contributes to ensure people, place and the community flourishes. We exist to spark individual and community transformation that generates

sustainable, welcoming, reliable, thriving neighbourhoods for the people who call them home.

Our CORE Values:

Customer First: Our customers come first, and we will always aim to achieve high quality outcomes for customers.

One Team: We work as one team and build excellent working relationships to achieve our goals.

Respect: We value high standards of fairness, treating everyone with consideration and dignity. We show this through our everyday words and actions.

Excellence: We value excellence and quality and aim to achieve high standards in all we do. We always strive to be the best that we can be. We are accountable for our actions, and we take responsibility and ownership for outcomes.

JOB OVERVIEW

The Head of Commercial Services will lead the strategic and operational delivery of all commercial services within WSES and WSPM, ensuring financial sustainability, service excellence and compliance with regulatory and legislative requirements.

The role is accountable for driving commercial services, managing budgets and delivering high-quality services aligned with organisational objectives and core values.

More information is contained in the [recruitment pack](#).

We are looking for a Head of Commercial Services who shares our values and will use them to guide the way they work on a daily basis.

Our staff are at the heart of our business, and we support them to be at their best and play their part in making WSHA, WSES, WSPM & TWC a great place to work.

We provide a friendly, inclusive environment. WSES staff benefit from a holiday allowance of 31 days. We know that to deliver outstanding customer service, we must ensure our staff are happy, healthy and motivated and we put a strong focus on staff wellbeing.

We are an equal opportunities employer and are committed to the effective achievement of our equality and diversity policy. We positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief.

Please note this post is subject to a Level 1 Disclosure check and is subject to a probationary period.

Full details of the post are contained within the [Recruitment Pack](#).

If you are interested in this post, please download the **recruitment pack and equal opportunities monitoring form**.

Recruitment Timeline

- Closing date for receipt of applications: 12 noon on Friday 5th June 2026
- Interviews: Wednesday 17th June 2026

Submitting Your Application

- To apply, please send a CV, Covering Letter and Equal Opportunities Monitoring Form to recruitment@evh.org.uk.
- Your Covering Letter should include why you are applying for role, why you would be a good fit for the role, and should detail how you meet each of the essential criteria for this role as outlined in the person specification within the [recruitment pack](#).
- CVs, Covering Letters and Equal Opportunities Monitoring Forms should be sent by email to recruitment@evh.org.uk and received no later than **12 noon on Friday 5th June 2026**. CVs received after this time will not be considered.
- You will receive an acknowledgement of your application from EVH.
- It is anticipated interviews will be held on Wednesday 17th June 2026. Please indicate on your covering letter if you are unavailable on this date.