WHAT IT MEANS TO BE A LEADER AT MIDLAND HEART

In line with our MH Mindset, our Leadership Qualities Framework articulates what it means to be a leader at Midland Heart.

These qualities set the expectation of how leaders should operate, ensuring they act with honesty, empathy, ask questions at the right time, and are reliable and tenant centric.

Our Framework outlines each of the six core qualities and the key indicators of behaviour – all of which are used throughout our recruitment, performance management and career progression opportunities.

Those six core qualities are:

Paint the picture
Effective leaders unite the organisation around what it needs to do and why, ensuring that the context behind our strategy is clear to our people at every stage.

Scan the horizon
Leaders look to the future. They identify and anticipate change, seize opportunities and challenges - and define their implications for our strategy - as they start to emerge.

Volunteer ideas
When opportunities or challenges arise, volunteer ideas without fear or favour. Make a start, embracing the fact that even the best ideas take time and collaboration to develop.

Build collaborative teams
Encourage people from across the organisation to work energetically, collaboratively and creatively. Build teams to tackle the opportunities and challenges that exist today - and tomorrow.

Think systemically
Before committing to a decision, understand and assess the impact on the wider organisation. Ensure that the rigour that this process requires is balanced with agile thinking and actions.

Embrace change
Where necessary, engage in uncomfortable conversations in the pursuit of positive progress. Communicate with candour, concisely and with an open mind.

Our culture

These six core qualities underpin our culture but to us it's simple - our tenants come first, second and third in the way we work, the actions we take, and in the services we deliver.

This is how we put tenants at the heart of everything we do.

midland heart