

# Fay Shanahan

## Corporate Director of Operations



Fay was appointed to whg in October 2017 as Corporate Director of Operations, bringing 18 years of housing experience to her post.

She started her career in housing in 1999 as a trainee Housing Officer for Wycombe District Council, before holding senior positions at Solihull Community Housing, Midland Heart, Orbit Group and Severn Vale Housing.

As the Corporate Director of Operations at whg, Fay is responsible for the Housing, Health and Wellbeing, IT and Customer Services teams. Fay recognises the benefits of using technology, to improve the services whg offers. She leads on Group wide projects, to bring colleagues and customers into the digital arena.

Bringing both energy and enthusiasm, Fay plays a crucial role in helping whg achieve our ambitions. Working as part of the Group Executive Team, Fay makes a significant contribution to the business; ensuring it has the capacity and capability to achieve its current and future objectives and plans.

Fay also takes responsibility for the strategic leadership and overall management of the Operations Directorate, ensuring it is aligned with whg's values, vision and priorities.

In her spare time, Fay enjoys a long walk through the countryside.

For the latest updates, follow Fay on Twitter [@whgFayS](https://twitter.com/whgFayS)

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