**What’s it all about**

**Operations - Commercial Operations**

As the Business Improvement Manager at Folio London, you are responsible for providing operational and strategic leadership for our renewals service across 3300+ Market Rent and 900+ Simplicity homes. Your role involves identifying and implementing continuous improvement opportunities across the business to enhance performance, meet budget targets, achieve full compliance and align with the strategic business plan. Alongside this, you will also be responsible for ensuring the renewals team meet operational objectives alongside leading on auditing and reporting.

**How you’ll make a difference**

* **Strategic Leadership**: Develop and implement strategies that drive increased revenue, business improvement, enhance tenant retention, and ensure compliance with legislative and industry standards.
* **Performance Enhancement**: Lead your team to achieve excellence through effective coaching, development, and support, focusing on meeting performance and budget targets.
* **Project Management**: Manage ad-hoc projects across the Folio business, introducing innovativesolutions to improve business processes and operational efficiency.

**How you’ll do it**

* Lead the renewals team, setting strategic direction for renewals and rent increases. Motivate staff to achieve excellent financial and operational results.
* Regularly provide high-quality performance reports and presentations.
* Ensure compliance through a comprehensive understanding and adherence to relevant statutory and regulatory requirements, including understanding of the Consumer Standards, financial regulations, and Health and Safety compliance within NHG's policies and procedures
* Proactively identify opportunities for improvement, devise effective strategies, and implement solutions that align with business goals.
* Establish procedures relating to the collection and accuracy of data ensuring compliance with operational and regulatory policies and procedures
* Maintain a strong orientation towards customer satisfaction, using feedback to drive improvements and enhance service delivery.

**All about you  
Behaviours for success**

Our values set out what we stand for.  You’ll need to show us how you match them and how you’ll behave to ensure those are visible when carrying out your work.

* Compassionate
* Progressive
* Dependable
* Inclusive
* Empowered

For each value, we’ve created example behaviours to help you understand our expectations in more detail.  This role is at **Manager** level.

**Essential knowledge, experience and skills including qualifications and professional membership**

* **Operational Excellence:** A proven track record of managing customer facing teams and ability to demonstrate excellent strategic planning and management skills.
* **Leadership Skills:** Exceptional ability to inspire and guide diverse teams.
* **Customer Service Skills:** Strong customer service skills, with a proven track record of enhancing customer satisfaction and engagement.
* **Change Management:** Strong project management skills, including experience with business improvement initiatives, risk and change management.
* **Industry Expertise:** Experience in the private rented sector with a thorough understanding of relevant legislative, statutory, and regulatory requirements.
* TPI (Level 2) and/ or Propertymark (Level 3) desirable.