



Head of Operations



Working better together
for our residents

> Operations > Team/department

What's it all about

To oversee the delivery of excellent customer and property management services to all residents within your Region. To ensure an efficient and value for money service is delivered that maximises opportunities and mitigates business and sector risks.

How you'll make a difference

- A consistently high-quality housing and property management service that delivers against the six customer priorities in the Customer Strategy
- A visible NHG presence, making sure all visits and inspections are completed on time
- Well cared for homes and places where residents feel safe and a sense of pride.
- A responsive service, answering resident queries and complaints thoroughly, timely and learning from feedback
- Accurate, transparent and value for money service charges that are issued on-time
- Where possible, residents are supported to live well, remain in their homes and get on with their lives.

How you'll do it

Leadership

- Provide strong and effective leadership and implement a culture of high performance across teams.
- Effectively promote collaborative approaches to engage teams to work successfully to deliver high quality services with cost-effective outcomes.
- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs.
- Be a role model for your team by demonstrating the NHG behaviours in all you do.
- Provide relevant senior level advice and guidance as required.

- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders.
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place. Ensure every staff member has a clear objective and development plan.

Operational Management

- Ensure that customer and property management services in your Region are delivered to an excellent standard, in a timely, respectful and cost-effective way with a focus on Customer strategy outcomes.
- Ensure your services protect and enable residents to live well, remain in their homes and get on with their lives.
- Ensures residents are at the forefront of our work, seeking to promote and deliver excellent service where residents trust NHG to deliver what they need respectfully, with compassion and as close as possible to their homes.
- Ensure all customers receive the same high quality standard of service regardless of tenure, geography or any other distinction.
- Ensure your teams provide a visible NHG presence with customers and on schemes in your Region, making sure all visits and inspections are completed on time and that properties and places reflect our values.
- Ensure scheme and property owners within your region take a proactive, resident centric and value for money approach to communal and cyclical works, meaning properties are well maintained now and in the future. Foster an environment where customers are always informed of decisions and progress in relation to works.
- Have oversight of the operational I&E account and staffing establishment for your Region, meeting cost and income targets and adapting business processes where necessary. Report risks and issues



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- to the Assistant Director of Operations and MD of Operations as needed.
- Be responsible for arrears collection in your Region, working in conjunction with the operational support team to reduce arrears while maintaining a resident-centric service.
- Ensure that all services under your remit are compliant with relevant legislation and regulations and are developed in line with best practice.
- Ensure your teams consult on, set and manage service charge budgets and accounts effectively. This includes monitoring variance reports/taking appropriate action and working with other teams and external auditors to produce certified year end accounts where necessary. Ensure all resident communications are good quality, accurate, timely and transparent.
- Ensure legal cases and service charge disputes are handled effectively, working in conjunction with the operational support team and other teams as necessary.
- Maintain compliance with Section 20 consultation requirements to safeguard cost recovery for the organisation and to ensure residents are effectively engaged.
- Foster an environment of responsiveness, where resident queries and complaints are responded to quickly and thoroughly, while learning from and acting on feedback.
- Develop, direct and implement a comprehensive risk management programme for services in your Region. Report risks and issues to the Assistant Director of Operations and MD of Operations as needed.
- Work in partnership with others to ensure residents feel connected and supported by NHG to be involved in service delivery, scrutiny and improvement in their communities.
- Ensure vulnerable residents are protected using safeguarding and NHG's procedures.
- Ensure the teams manage anti-social behaviour effectively.

- Provide high quality reports and presentations on performance and against Business Plan objectives.

General

- Ensure you and your teams follow the financial regulations, policies and procedures at NHG.
- Ensure that you and your teams follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

Cross organisational working

- Ensure your teams act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes.
- Foster effective working with the Repairs/Assets teams, external contractors and the Places and Estates contract management team to ensure properties and places are well maintained now and in the future.
- Ensure the teams work with operational support and the Customer Experience team effectively to foster good customer and value for money outcomes.
- Work with Central Services teams (HR, IT etc.) to develop strategies to improve service quality and delivery
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

All about you

Behaviours for success

- Compassionate



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- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at leadership level

This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills

- Senior management and experience of managing business performance/large budgets, preferably in a customer focussed housing and property management environment.
- Substantial experience of building and developing relationships with partners and stakeholders for the benefit of customers, the business and to continually improve service.
- Good understanding of the relevant legislation, statutory and regulatory requirements.
- Excellent communication skills – experience of preparing and delivering high quality reports and presentations.
- Excellent stakeholder management, supported by personal credibility, integrity and professionalism.
- Housing or relevant qualification.
- (Desirable) IRPM – Member – essential to be delivered in the first year.
- Effective IT skills including basic/intermediate MS Office skills