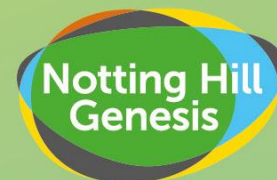


Operations Manager



Working better together
for our residents

Operations – Commercial Operations

What's it all about

As an Operations Manager within Commercial Operations, you are pivotal in leading and motivating a team dedicated to property management. Your leadership ensures unparalleled service to our customers, achieving and surpassing targets.

Your responsibilities extend to operational and financial performance management, enhancing services for value and asset value increase, and forging successful stakeholder partnerships to uphold asset integrity.

How you'll make a difference

Your strategic management and leadership directly contribute to our services' operational excellence and financial robustness, ensuring customer satisfaction and asset value enhancement.

Through your contract and facility management initiatives, you ensure services are delivered efficiently, cost-effectively, and aligned with Notting Hill Genesis's commitment to quality and sustainability.

How you'll do it

- Guide a team of professionals in property management, setting clear goals, encouraging innovation, and fostering a culture of continuous improvement and accountability.
- Oversee the development and execution of operational and service charges, ensuring financial efficiency and asset enhancement.
- Devise contract specifications, manage tender processes, and ensure contractor performance while delivering value for money.
- Cultivate strong relationships with internal and external stakeholders, leveraging these partnerships to maintain and improve service standards and asset management.
- Monitor repair works, gather customer feedback, and ensure high service delivery and customer satisfaction standards through effective complaint resolution and proactive engagement.
- 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.

- Hybrid arrangements – at least two days a week in our **communities, on housing estates or schemes**, and at least two days in an office working with others.

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. Please [refer to the framework](#).

This role is at the **manager** level.

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

Essential knowledge, experience and skills including qualifications and professional membership

- Proven experience in team management with a track record of meeting and exceeding operational targets and delivering business performance.
- Skilled in project leadership, focusing on employee, customer, and stakeholder engagement for collaborative success.
- Commercial acumen, demonstrated through successful negotiation and partnerships, with a solid understanding of property management legislation and regulations.
- **Intermediate** IT and systems skills, including Microsoft Office