

# Housing Operations Manager

## Operations Directorate (Housing)

Overview	
<b>Role Purpose</b>	Lead a local housing team in the housing directive with specific responsibility for team delivery of all housing management services in a particular geographical area.
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>• Housing Management lead for services in a defined area</li> <li>• Lead delivery of excellent local and automated customer services in your region.</li> <li>• Collective leadership across the housing directive</li> <li>• Delivery of operations plan with clear performance, financial and customer services outcomes.</li> <li>• Leading, managing, supporting and coaching your direct reports.</li> <li>• Working collaboratively with internal and external partners to achieve agreed objectives.</li> <li>• Deputise for Senior Managers as required.</li> </ul>
<b>Reports to</b>	Regional Head of Housing
<b>Line management</b>	Housing Officers, Team Coordinators and others as agreed.
<b>Tier</b>	6
<b>Expectation Level</b>	Operations Manager
Role relationships	
<b>Internal</b>	Executive Board, Repairs, Assets, Tenancy Support, Workwise, Finance, HR, Customer Experience.
<b>External</b>	Residents, Contractors, Local Authorities, MP's, Councillors, RSL's, Emergency Services.

Role accountabilities	
<ul style="list-style-type: none"> <li>• Responsible for leading an operational team providing housing management services to residents in a specifically defined area in London and the South East.</li> <li>• Responsible for managing a significant annual revenue budget and staff establishment.</li> <li>• Establishing a culture of respect, professionalism and great customer services in your business area that aligns without corporate values and supports our people to deliver excellent services and be proud supportive members of NHG.</li> <li>• Drive improvements in housing services by meeting or exceeding agreed operational and satisfaction targets.</li> <li>• Be a role model for you team by being a manager who demonstrates NHG expectations creating an effective team that can deliver great services. A motivated team who are empowered to put our residents first, deliver high performance and resident satisfaction.</li> <li>• Be curious, challenging and a creative leader with an open and honest approach to finding solutions.</li> <li>• Responsible for strong and effective leadership to operational team providing housing management services, including income collection, service charges, allocations, tenancy sustainment and repairs to residents.</li> </ul>	

## Role accountabilities

- Delivering an annual local area plan with robust and achievable financial, performance and customer service objectives.
- Accountable to SMT for ensuring your team members understand what is required of them at work and how they can contribute and develop at NHG.
- Responsible for setting and managing budgets with a turnover of above £10m ensuring a commercially viable and profitable business that balances financial objectives with resident needs.
- Accountable for reporting and being challenged on performance and compliance in all aspects of business activities.
- Analyse resident feedback to understand trends and the need for change and improvement.
- Work in conjunction with repairs and assets team to plan and deliver reactive and planned maintenance services within your area. Ensuring that these are completed to the resident satisfaction and services improve.
- 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.
- Clearly define the service requirements for your business and establish and maintain a culture of collaboration with other departments to achieve desired outcomes.
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders.
- Ensure you and your team follow the financial regulations, policies and procedures at NHG.
- Ensure you and your team 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.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

## Personal Specification

### Professional expertise (know how & experience)

#### Essential

- Experience of delivering excellent customer services that meet individual needs.
- Experience of delivering and exceeding on key performance indicators.
- Experience or ability to work in fast paced customer service environment with a track record of delivering against multiple competing objectives.
- Experience of motivating, coaching and supporting staff to achieve their best.
- Experience of staff management, including performance management when required.

#### Desirable

- Experience of housing and leasehold legislation, as well as housing and property management regulations.

<ul style="list-style-type: none"> <li>Able to work evenings/weekends when required to meet resident and organisational needs.</li> </ul>	
<b>Skills</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Excellent communication skills, including report and presentation writing to management level and ability to represent the organisation effectively with external partners.</li> <li>Excellent problem solving skills with the ability to weight up risks, and mitigate these to benefit residents, staff and NHG.</li> <li>Ability to analyse data and put steps in place to improve services.</li> </ul>	
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>CIH, IRPM or equivalent qualification or degree.</li> </ul>

## NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an operations manager expectation level and therefore you should refer to the operations manager expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

## Safeguarding **(delete if not relevant)**

Any appointment to this post is conditional upon and subject to:

- Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)