

# Head of operations – external managing agents



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for our residents

## > Operations directorate > Operations

### What's it all about

This role is one of several new senior management posts in our operations directorate. It's been created following a review to ensure we're set up in the best way to deliver the things that matter most to our customers and can meet the objectives of our Better Together corporate strategy.

You'll oversee the delivery of excellent customer and property management services to all residents within your region, working effectively with internal and external managing agents. You'll also ensure an efficient and value-for-money service is delivered that maximises opportunities, mitigates business and sector risks and enables us to work better together for our residents.

### How you'll make a difference

A resident advocate, overseeing effective estate and place management and taking action to improve services where necessary.

Well cared for homes and places where residents feel safe and a sense of pride.

An appropriate Notting Hill Genesis presence with customers and on schemes, making sure all visits are completed on time.

A responsive service, answering resident queries and complaints thoroughly and in a timely manner, 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 our values and behaviours in all you do.

Provide relevant senior level advice and guidance as required.

Represent Notting Hill Genesis externally, developing and maintaining our reputation and building 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.

Establish a framework of robust and collaborative contract management with internal and external managing agents to deliver high quality estate and place services for customers. Where service delivery falls below expectations oversee steps to support permanent improvement.

Ensures your teams provide an appropriate presence with customers and on schemes in your region, making sure all visits are completed on time and that properties and places reflect our values.

Manage contract and compliance risk within legal parameters and fulfil our duty of care to our residents.



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Adequately use levers through the legal relationship or management agreement within each scheme to safeguard Notting Hill Genesis and improve and maintain the resident experience.

Champion the voice of our residents so they are heard, and represent us and our residents to reach an optimum outcome at all times.

Be aware of legislative responsibilities to maintain compliant consultation on all property management and service charge matters.

Have oversight of the operational income and expenditure account and staffing establishment for your region, meeting cost and income targets and adapting business processes where necessary.

Report risks and issues to the assistant director of operations and managing director 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.

Oversee the delivery of high quality service charges to residents through internal and external managing agents.

Where necessary, ensure your teams act as the resident advocate, scrutinising and challenging service charges.

Ensure all resident communications are good quality, accurate, timely and transparent.

Ensure managing agent payment and resident charging is undertaken appropriately across your schemes in your region to minimise potential deficits.

Ensure legal cases and disputes are handled effectively, working in conjunction with the

operational support team and other teams as necessary.

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 managing director of operations as needed.

Work in partnership with others to ensure residents feel connected and supported to be involved in service delivery, scrutiny and improvement in their communities.

Ensure vulnerable residents are protected using safeguarding and other internal procedures.

Ensure teams manage anti-social behaviour effectively.

Provide high quality reports and presentations on performance and against business plan objectives.

### **General**

Follow our financial regulations, policies and procedures, including 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.

Undertake 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, escalating where necessary to deliver resident-focused outcomes.

Foster effective working with the repairs/assets teams, managing agents, external contractors and the places and estates team to ensure properties and places are well maintained now and in the future.



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Ensure your teams work with operational support and the customer experience team effectively to foster good customer and value for money outcomes.

Work with central services, finance and information, systems and change teams to develop strategies to improve service quality and delivery.

## All about you

### **Behaviours for success**

You'll need to show us how you match our values, and how you'll behave to ensure those are visible when carrying out your work.

### **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.

Experience of contract management and ideally working with, and effectively managing, managing agents.

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.