



Head of Operations – EMA

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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, working effectively with internal and external managing agents. 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 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 NHG presence with customers and on schemes, making sure all visits are completed on time.
- 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.
- 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.
- Ensure your teams provide an appropriate NHG 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 NHG's duty of care to its residents.
- Adequately utilise levers through the legal relationship or management agreement within each scheme to safeguard NHG and improve and maintain the resident experience.
- Champion the voice of NHG residents so it is heard and represent NHG and its 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 I&E account and staffing establishment for your Region, meeting cost and income targets and adapting business processes where necessary. Report risks and issues to the



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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.
- 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 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, managing agents, external contractors and the Places and Estates 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
- Progressive
- Dependable
- Inclusive



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- 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.
- 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