

Housing Operations Manager

Directorate Housing

Overview	
Role Purpose	Collective leadership of housing teams in the Housing Directorate. With specific responsibility for a team delivery housing management services in a particular area.
Responsible for	<ul style="list-style-type: none"> Housing management lead for services in a defined area. Lead delivery of excellent local and automated customer services in your Region. Collective Leadership across the Housing Directorate. Delivery of Operations Plan with clear performance, financial and customer service outcomes. Delivering the Resident & Staff Promises in your area. Working collaboratively with internal and external partners to achieve agreed objectives. Deputising for the Regional Manager as required
Reports to	Regional Head of Housing
Line management	<ul style="list-style-type: none"> Housing Officers, caseworkers and others as agreed.
Date	April 2019

Role relationships	
Internal	Finance, Asset Management, Tenancy Support services, Commercial services, BID, Workwise teams.
External	Residents, contractors, local authorities, MPs & Councillors support services, emergency services,

Role Purpose and Principles	
Accountabilities <ul style="list-style-type: none"> Responsible for leading an operational team providing housing management services to residents in a specifically defined area in London and the South East. Responsible for managing a significant annual revenue budget and staff establishment. A critical role to drive successful integration to a new service delivery model, improve services and be part of the success of Notting Hill Genesis. Establishing a culture of respect professionalism great customer service in your business area that aligns with our corporate values and supports our people to deliver excellent services and be proud supportive members of NHG 	

Role Purpose and Principles

- Driving improvements in housing services by meeting or exceeding agreed operational and satisfaction targets
- Be a role model for your team by demonstrating NHG core management behaviours and creating an effective team that can deliver a great service.
- Be a curious, challenging and creative leader with an open and honest approach to finding solutions.
- 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 living in general needs homes across London
- Delivering an annual local area plan with robust and achievable financial, performance and customer service objectives.
- Accountable to the leadership team for ensuring your team members understand what is required of them at work and how they can contribute and develop at NHG.

Financial

- 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's needs.

Programme data

- Be prepared to report and be challenged on performance and compliance in all aspects of business activities including, plans, budgets, outcomes and risks.

Other duties

- Manage and motivate a team who are empowered to put our customers first, delivering high performance and resident satisfaction.
- Ensure resident needs are a top priority through analysis of resident feedback to understand trends and the need for change and improvement.
- Work in conjunction with Assets Teams to plan and deliver reactive and planned maintenance services within your area. Ensure that these are completed to the customers' 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.

Role Purpose and Principles

- Responsible for ensuring our services enable residents to sustain their tenancies and get on with their lives.
- 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 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.

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

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Customer focus	<ul style="list-style-type: none"> • Develop a culture of continuous improvement in customer service to achieve excellence • Actively seek feedback from customers to improve services • Train and support others to provide proactive customer services • Be prepared to offer support to resolve difficult issues and manage escalated complaints to resolution quickly, learning from the experience. • Promote a culture that balances the needs of the customer with those of the business •
Accountability and delivery	<ul style="list-style-type: none"> • Seek and act on feedback to improve your performance and your team's • Tackle difficult situations with skill and generate appropriate solutions to complex problems for yourself, and others • Advise Business Leaders when strategic goals and objectives are at risk and provide options to reduce the risk • Be self reliant and maintain high standards of work and behaviour even under pressure
Service improvement	<ul style="list-style-type: none"> • Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues. •
Communication and inclusion	<ul style="list-style-type: none"> • Contribute to and seek to influence decisions to maximise the benefits for NHG. • Deliver difficult messages clearly and effectively, with respect and sensitivity. • Influence external stakeholders and partners on existing and new products and services
Management (delete if not needed)	<ul style="list-style-type: none"> • Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development.

Role behaviours

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.

Role profile

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<p>Essential</p> <ul style="list-style-type: none"> • Staff management experience, preferably in a customer focussed environment • Experience of delivering excellent customer services that meet individual needs and performance requirements. • Experience of managing business and staff performance, and budgets. • Willingness to work evenings/weekends to meet resident needs. • Excellent communication and relationship building skills <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working in social housing or similar environment.
Skills	<ul style="list-style-type: none"> • Good spoken and written English • Experience of preparing and delivering high quality written reports and presentations • Effective IT skills
Qualifications and/or professional membership	<p>Desirable</p> <p>Qualification to degree level in a housing or property management environment or transferable qualification.</p>

Role requirements	
DBS	<ul style="list-style-type: none"> • Basic Disclosure
Data and information processing	<ul style="list-style-type: none"> • Word • Excel