

JOB DESCRIPTION – Director of Operations

Responsible to: Chief Executive

Responsible for: Management and strategic development of the Asset management and all operational teams, supporting business growth and delivering sustainability, and value for money. Head of Housing, Property Manager and their teams.

KEY OBJECTIVES

The Director of Operations is to be an effective member of the Executive Team, assisting the CEO and Board to develop and deliver WMHA's mission, vision and values, ensuring strategic aims and corporate targets are delivered in line with statutory and legal requirements:

- To deliver comprehensive, effective asset management and all other customer services.
- To provide inspirational leadership and effective management in acting as a role model to the department, supporting staff to achieve their full potential.
- To fulfil the Association's Health and Safety requirements.
- To strive to provide excellent operational services that not only meet statutory and regulatory standards but also the best standards in the sector.

KEY TASKS

1. **Corporate and general**
 - 1.1 To maintain an up to date knowledge and understanding of the issues affecting all aspects of social housing, regulatory matters and legislation.
 - 1.2 To fully understand the short, medium and long-term asset management, business and strategic planning, analysing the external environment and identifying opportunities that will support the overall business direction.
 - 1.3 To promote and represent the Association at local and national meetings and with other housing related organisations, building effective relationships.
 - 1.4 To lead a culture of continuous improvement, customer focus, collaborative working and innovation.
 - 1.5 To ensure that services are delivered in accordance with necessary statutory and regulatory duties, in particular the Regulators Consumer standards

(Tenant Involvement and Empowerment, the Home Standard, the Tenancy Standard and the Neighbourhood Community Standard).

- 1.6 To develop and deliver a fully resourced Asset Management Strategy. To ensure planned and cyclical maintenance programmes are carried out within budget and in accordance with good practice.
- 1.7 To ensure the delivery and regular review of the Association's Development strategy to meet and exceed the expectations of customers, partners and the Board.
- 1.8 To ensure that the Association maximizes all sources of income through the effective management of arrears, voids and recharge processes. To coordinate funding bids and liaising, as required, with regulatory and funding bodies.
- 1.9 To be responsible for all non housing assets and to ensure there is a comprehensive facilities management arrangement in place for the association.
- 1.10 To facilitate and support informed decision-making by the Board and any Committees by providing relevant and accessible information on the Associations performance and future plans.

2. **Policy and Performance**

- 2.1 To lead the development and successful implementation of the Association's Asset Management Strategy, achieving high standards of service, regulatory compliance productivity and value for money.
- 2.2 To fully utilize the Associations ICT systems and databases to ensure information is accurately reported on and used effectively in decision making.
- 2.3 To ensure there are comprehensive policies and procedures which are implemented and updated as required relating to all aspects of operational services within the Association.
- 2.4 To ensure the effective management of the Commercial, Leasehold and other non-standard properties are in accordance with the Association's objectives, policies and procedures.
- 2.5 To ensure that correct tendering procedures are followed, and to comply with good practice in procurement of contracts, goods and services and maintain an awareness of long term maintenance.
- 2.6 To select, appoint, monitor and instruct consultants and contractors in accordance with Association's procedures.

- 2.7 To ensure that staff in the Asset management and Housing Services teams are recruited, trained, managed and supervised in accordance with the Association's policies and procedures.
- 2.8 To take responsibility for identifying risks within the service areas and for implementing control systems to enable risks to be managed and mitigated effectively.
- 2.9 To ensure compliance with income and expenditure targets and in accordance with the company's financial controls, delegated authority and audit requirements.

3. **Leadership and Management**

- 3.1 To actively model the values of the Association and inspire excellence in Others, striving at all times to meet the Association's Corporate Objectives.
- 3.2 To provide inspirational, authentic and innovative leadership, built on the principles of trust and responsibility.
- 3.3 To support our culture of continuous improvement and corporate objective of achieving an excellent Association.
- 3.4 To work with SMT to provide effective, collaborative and motivational leadership, within a culture that coaches and engages people to make the most of their skills and talents.
- 3.5 Manage and develop effective relationships with key stakeholders from third, public and private sectors.
- 3.6 To network and attend groups to maintain professional development, build productive partnerships and keep up to date with changes in regulation, legislation, best practice and the market place.
- 3.7 Evaluate and mitigate risk, ensuring compliance with regulatory and statutory requirements.
- 3.8 To ensure colleagues are recruited, managed, coached and developed in accordance with the Association's values and procedures, to ensure they are clear about expectations and recognised for good performance.
- 3.9 To be responsible for the production of accurate information required from the department for the annual budget, and in liaison with the Chief Executive, other Management Team members and members of the department, compile a realistic budget with appropriate targets, levels of activity and programme.
- 3.10 To maximize opportunities to provide Value for Money and excellent customer service by identifying and pursuing partnership and funding opportunities,

focusing on productivity within in-house teams and delivering annual efficiency savings.

4. Tenant and Customer focus

- 4.1 To oversee our approach to neighborhood and community development activities and ensure they are in line with our strategic intent.
- 4.2 Ensure the responsive repairs function provides an efficient, effective and value for money service for residents.

5. Knowledge, skills and experience

Essential

- 5.1 Experience of delivering strategic asset management, and excellent customer service. Knowledge of delivering effective housing, environmental and neighborhood services.
- 5.2 Proven ability to work autonomously day to day, resolve complex problems, make decisions and manage a varied workload to achieve challenging performance targets.
- 5.3 Experience in leadership, management, change management and project management.
- 5.4 Operating in a regulated environment.
- 5.5 Well-developed questioning, listening, influencing and negotiating skills.
- 5.6 Proven ability to contribute positively to team and organisation responsibilities, performance and outcomes.
- 5.7 Good administrative, organisational and planning skills with an ability to acquire knowledge and grasp new concepts quickly.
- 5.8 IT literate with the ability to manage and use complex data sets, analytical experience and core systems such as Microsoft Office.
- 5.9 Full UK Driving Licence and access to a vehicle to travel across the organisation's areas of work.

Desirable

- 5.10 Experience in development of new homes, and facilities management.

6. Corporate

- 6.1 Responsible for the health, safety and welfare of yourself and others at work, embedding a safety-first culture.
- 6.2 Commitment to equality, diversity and inclusion.
- 6.3 Adhere to safeguarding policies and procedures, reporting any concerns and working with agencies to safeguard vulnerable customers and colleagues. equality, diversity and inclusion.
- 6.4 Comply with General Data Protection Regulations.
- 6.5 Occasional evening or weekend work.

Other Responsibilities

The post holder may be required to undertake other responsibilities consistent with those set out above.