

JOB DESCRIPTION

JOB TITLE:	Head of Housing Operations
REPORTING TO:	Group Director of Operations
RESPONSIBLE FOR:	Lettings, Customer Services and Tenancy Sustainment Teams

ROLE SUMMARY

You will strategically lead and manage the delivery of lettings, customer service and tenancy sustainment across the group. You will motivate and inspire teams to deliver outstanding performance, high customer satisfaction and value for money services. You will work as part of the group wide housing operations team to deliver outstanding housing and support services and contribute to the delivery of the groups' strategic objectives. You will be responsible to work in partnership with external organisations and foster excellent internal and external working relationship to enhance services.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- Responsible for the leadership of group wide lettings services. Ensuring we develop innovative solutions to let homes quickly and reduce voids loss. Letting a variety of tenures and using a range of marketing tools to deliver outstanding performance and reduce void loss.
- Responsible for the leadership of group wide customer services. Leading the group wide approach to first point of contact for customers.
- Responsible to strategically lead a team that develop and deliver services that sustain tenancies and reduce tenancy turnover across the group. Maximising customers' disposable income and delivering a range of services that help customers to sustain their tenancy.
- Develop the service offer for older customers and develop effective partnership working with health and other support services.
- Responsible for all aspects of the service, including driving the delivery of outstanding performance, developing and inspiring teams to develop and maximise their potential to deliver cutting edge service delivery for customers.

- Responsible to continually identify future service challenges and opportunities and develop appropriate strategic approaches.
- Proactively monitor and report on performance within your areas of responsibility, including strategies for addressing areas of underperformance.
- Managing the development and implementation of service improvements and corporate initiatives to deliver innovative services.
- To work in partnership with external organisations to deliver excellent performance and outstanding services for customers.
- Identify, own and manage risks arising from strategic and operational plans.
- Providing vision and leadership to your team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures.
- Managing a designated budget ensuring that value for money is achieved in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Complying with Group confidentiality and information security policies at all times.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> • Possess a degree level qualification and/or significant relevant experience in a senior leadership role in social housing. 	<ul style="list-style-type: none"> • Qualification in a Housing related field • Management degree or equivalent • Membership of the Chartered Institute of Housing 	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Experience	<ul style="list-style-type: none"> • Extensive experience in the delivery of operational housing services. • Experience of leading, developing, motivating and managing teams of staff delivering a variety of services. • Experience to develop and deliver strategic plans that deliver corporate objectives • Experience of implementing and monitoring Performance Management Systems. • Experience of leading and delivering change within a complex organisation. • Significant experience of leading services that deliver outstanding customer focused services • Experience of managing complex projects and initiatives. 	<ul style="list-style-type: none"> • Experience of leading multi-disciplinary teams across a group organisation 	<ul style="list-style-type: none"> • Application Form • Selection Process

Skills/knowledge

<ul style="list-style-type: none"> • Experience of effectively setting and managing budgets and resources. • Experience of working with and developing new arrangements with partners including elected members and external agencies. • Experience of reporting to Board /Committees 		
<ul style="list-style-type: none"> • Working knowledge of housing law and current housing issues. • Able to analyse complex data and deliver information to a range of audiences. • Able to influence, persuade and negotiate to achieve positive outcomes. • Able to lead, motivate, develop and inspire teams. • Able to act as an ambassador for the group. • Ability to manage high workload and conflicting priorities. • Able to identify strategic issues and develop future strategic and operational plans 		<ul style="list-style-type: none"> • Application Form • Selection Process

Values

<p>People first: People are at the heart of everything we do. In our communities the way we listen and respond to people will determine the way we grow. It is only by connecting with and trusting people that living can be fully brought to life.</p> <p>Outstanding delivery: Push the boundaries of customer service and added value through proactive behaviour. Because the smallest detail can make the biggest difference, outstanding must be the new standard and the new routine.</p> <p>Proud communities: Taking responsibility and feeling confident only occurs when there is a sense of pride and optimism at home. Positive steps lead to more positive steps and as a result, there is an ability to create and seize better opportunities</p>		<ul style="list-style-type: none"> • Application Form • Selection Process
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