



DIRECTOR OF OPERATIONS

Report to:	Chief Executive
Responsible for:	Property Services & Asset Manager, Housing and Partnerships Manager and Nursery Manager
Hours:	37.5 hours per week
Salary:	£89,250

OBJECTIVES OF POST

1. To lead, manage and continuously improve the delivery of customer facing services to achieve service excellence, and contribute to the achievement of Ekaya's strategic objectives.
2. To effectively manage the financial and asset resources of the Association, maximising income from rents, service charges, fees and contract income, and achieving budget targets.
3. To devise, develop, and implement innovative strategies to achieve the corporate objectives of the organisation's supported housing, housing management, property services and Nursery provision.
4. To motivate and inspire teams to deliver outstanding performance, high customer satisfaction and value for money services.
5. To have overall responsibility for the delivery of the asset management strategy, ensuring stock is maintained effectively and in conjunction with technical support to oversee the development of the property portfolio.
6. Lead in supporting staff to embrace change and transform the service delivery culture within the Operations team.
7. Develop a directorate culture that is customer focused, pre-empt customer needs and makes good use of data to ensure the delivery of integrated housing and property services across Ekaya.
8. As a member of the SMT play a full role in helping Ekaya achieve its strategic objectives by working closely with the Chief Executive and the Board.

MAIN DUTIES AND RESPONSIBILITIES

1 OPERATIONAL LEADERSHIP

- 1.1 To lead, motivate and empower teams of staff to deliver service excellence, continuous improvement and achieve value for money. To ensure complaints handling complies with the Ombudsman's Complaints Handling Code, performance meets expected standards and complaints are used as learning opportunities to improve performance and service delivery.
- 1.2 To be responsible for the effective leadership of the Association's customer facing services including housing management, support services, asset management, income management, lettings and customer services. Ensure that staff appreciate the importance of customer -first and are sufficiently empowered to deal with issues before they escalate.
- 1.3 To drive continuous improvement by leading systems and process reviews and implement innovative solutions to deliver change objectives.
- 1.4 To devise and implement effective performance management systems, aligned with staff development and appraisal systems to maximise staff performance and talent development, and contribute to achievement of organisational accreditations e.g. Investors in People.
- 1.5 To develop strategies, policies and SMART service improvement plans to achieve operational and corporate objectives in compliance with the regulatory and legislative requirements.
- 1.6 To have overall responsibility for Safeguarding and ensure compliance with the relevant regulation and legislation. To be the organisations Safeguarding lead, and Ofsted Designated Officer for Happy Nursery Days.
- 1.7 To keep up to date with proposed policy, legislative, and regulatory changes in the sector operating environment and ensure Ekaya's policies, procedures, corporate plans and strategies take account of relevant changes.
- 1.8 As a member of the Senior Management Team to contribute to the development of new business, portfolio growth and partnerships with a range of stakeholders including other associations, local authorities, funders, developers, and private landlords. Assist in making decisions about Ekaya's growth and management of new homes.
- 1.9 To lead on the commissioning, procurement, and management of contracts to achieve the Association's objectives, ensuring VFM and regulatory compliance.

2 FINANCIAL MANAGEMENT

- 2.1 To manage and monitor relevant budgets and authorise expenditure within levels of delegated responsibility and to achieve value for money.
- 2.2 To produce service budgets, monitor and review management accounts and other data to achieve Departmental and corporate financial targets and to ensure business plan and VGM targets are achieved.
- 2.3 To maximise income for the Association through effective management of rental, service charge, grants, contract and fee income streams.
- 2.4 Implement creative approaches to minimising void revenue loss through effective management of property letting processes.
- 2.5 To be responsible for ensuring that rent and service charge settings systems are implemented within statutory and regulatory timescales and in accordance with the Association's policy and procedures.
- 2.6 To ensure timely collation and submission of data and reports relating to regulatory and statutory requirements, and contractual compliance, including funder and grant giving bodies.
- 2.7 To ensure that operational services comply with the Association's financial standing orders, and relevant financial, statutory and regulatory requirements.
- 2.8 In conjunction with the Directory of Resources to be responsible for all aspects of leasehold management including sales, re-sale and staircasing, ensuring full compliance with regulatory, financial and legal requirements.
- 2.9 To ensure that Happy Nursery Days contributes to remain financially viable and at least a 'Good' Ofsted rating is maintained.

3 ASSET MANAGEMENT

- 3.1 To have overall responsibility for delivery of the asset management strategy, ensuring effective procurement of services and contracts and delivery of value for money in the maintenance and improvement of physical assets.
- 3.2 To ensure effective and timely collection of property related data to inform asset management plans and ensure the delivery of the annual maintenance plans including day to day, cyclical and planned maintenance.
- 3.3 To continually review service contracts within a performance management framework and deliver value for money and excellent customer service.

- 3.4 To be responsible for health and safety compliance and reporting in relation to properties, including fire risk, asbestos, water hygiene, gas electrical safety, damp & mould and lifts, and any other legislative or regulatory requirements.
- 3.5 To ensure that a comprehensive, responsive and timely day to day planned and cyclical maintenance programme is delivered within budget, achieving good tenant satisfaction and to the required specification.
- 3.6 To keep up to date with relevant sector studies, research and policy development media and keep the Association briefed on strategic opportunities for growth and portfolio development.

4 INNOVATION

- 4.1 To effect networking and research to identify and promote innovative strategies to improve services and financial performance. As part of the SMT, play a full role in the development of strategies that ensure the continued financial viability of Ekaya.
- 4.2 In conjunction with the Director of Finance and Resources to develop and implement innovative ICT and digitalisation solutions to improve data management, customer transaction processes and the customer experience, including progressing CRM and mobile application resources.
- 4.3 To lead operational efficiency drives including implementing process re-engineering to identify and implement system changes to remove non-value processes, incorporating housing development and technology sector trends.

5 STAKEHOLDER RELATIONSHIPS

- 5.1 To have overall responsibility for the development and implementation of customer participation strategies achieving excellence in customer engagement, and meeting the regulatory standards. To put in place effective strategies to ensure that the voice of the customer is heard at all levels and used to improve performance and service delivery.
- 5.2 To seek and develop new business partnership opportunities with peers, corporate organisations, Local Authorities or similar groups and prepare tenders and bids for new business.
- 5.3 To develop and maximise relationships with external partners i.e. local authorities, MP's commissioners, The Housing Ombudsman, corporate partners and major funders. To act as an ambassador for Ekaya and foster effective relationships with a variety of external stakeholders, partners, funders and other agencies to maximise the growth and success of Ekaya.

- 5.4 To ensure timely submission of data for returns to the regulatory bodies in relation to housing, property services and contract services, and reporting to SMT, Board and Committees.
- 5.5 To prepare and present regular reports to the Board and Committees, keeping them apprised of departmental performance and procedures.

6 GENERAL

- 6.1 To represent the Association at local and national meetings and with other housing related organisations as appropriate.
- 6.2 To represent the organisation externally and to represent the Association's best interest at all times.
- 6.3 To ensure that accurate and effective data records are maintained and stored in accordance with data protection regulations.
- 6.4 To ensure that the Association's Equal Opportunities policy is fully implemented at all times.
- 6.5 To ensure all staff adhere to the Association's policies and procedures at all times.
- 6.6 To lead on the delivery of publications to residents e.g. Annual Reports, Newsletters.
- 6.7 Ensure that staff appreciate the importance of customer-first and are sufficiently empowered to deal with issues before they escalate.

7 EQUALITY AND DIVERSITY

- 7.1 Demonstrate commitment and adherence to Equality & Diversity.

This job is subject to an Enhanced DBS check, for which the Association will pay.

NOTE: Ekaya Housing Association reserves the right to amend this job description as necessary, after consultation with the post holder, to reflect changes to the job.

This job description describes the current duties and responsibilities of the post.