

YOUR HOUSING GROUP



JOB DESCRIPTION

JOB TITLE: Operations Manager (Tung Sing)

JOB PURPOSE

To manage the delivery of an efficient, cost effective and culturally sensitive housing management and maintenance service to the tenants, leaseholders and service users of Tung Sing, which meets the needs of customers and is fully compliant with the requirements of regulators.

To contribute to the overall management and policy development of the association and to assist the Managing Director in achieving business plan objectives. This includes setting and overseeing the delivery of operations service improvement plans, controlling and reviewing operational risks; overseeing the local management of health and safety; and reviewing and recommending the adoption of operational policies.

DIMENSIONS

- a) **Staff:** The post has 3 direct reports.
- b) **Financial:** The post has financial responsibility to oversee the delivery of the association's repairs and maintenance, estate and housing management budgets on target.

PRINCIPAL ACCOUNTABILITIES

General Needs

1. Manage the Senior Operations Officer to ensure that operational service standards and performance against KPI's are agreed and monitored, so that the Association knows these are being maintained and residents receive a consistently good standard of service.
2. Negotiate Nominations Agreements with Local Authorities and monitor performance so the Association knows it is meeting the targets agreed.

Leasehold

1. Oversee the management of Tung Sing's leasehold properties and liaise with any Group service so that this is delivered according to the Association's Customer Service Charter.

Supported Housing

1. Manage the Senior Support Officer to ensure monitoring and reporting on the effective delivery of support services, and to review and negotiate all support contracts so the Association knows that the standard of services is consistently good for its service users and that it is delivering a cost effective and relevant service in line with the requirements of the Agreement with the Supporting People Authority.

Repairs & Maintenance

1. Manage the Association's Repairs Manager so that the day to day (responsive) repairs service is delivered in an effective and timely fashion; that all KPI targets and service standards in relation to this service are met; and that spend is contained within budget.
2. Manage the Service Level Agreement with Group Property Services so that all necessary compliance, planned and cyclical maintenance work is carried out to the association's property in line with the Association's long term plans for the maintenance of its properties and any legal or statutory requirements.

Good Practice & Service Improvement

1. Support the review and formulation of operational strategy, policy and procedure, ensuring they reflect best practice, are fully compliant with regulatory standards, and are implemented by staff.
2. Recommend clear performance indicators and targets by analysing current performance and identifying ways that performance can be improved, which will focus efforts on the optimal level of performance required to achieve the association's business plan objectives and a good level of customer satisfaction.
3. Manage the association's operational service improvement programme. This includes setting and agreeing plans with operational managers which meet customer needs and business plan objectives, and monitoring the delivery of plans to enable any existing issues which may not deliver optimum service performance to be overcome.

Resident Engagement

1. Promote the involvement of residents in all aspects of the Association's performance, so that residents can review performance, monitor service standards, contribute to service improvement and be involved in the governance of the Association.
2. Oversee the work of the Service Improvement Co-ordinator so that an effective level of resident engagement is delivered and meets business plan objectives.

Financial Control

1. Assist in the preparation of the Association's annual budget by scrutinising operational managers' requests, assumptions and draft budgets, and by making recommendations to the Finance Manager and Managing Director, so that an accurate and realistic assessment can be made of the income and expenditure resulting from the association's main operations for the year ahead.
2. Oversee and support the operations managers to maintain income and expenditure in line with budgeted levels to enable financial sustainability and value for money to be achieved.

Staff Management

1. Monitor own teams adherence to the Association's policies and procedures and KPI targets, so that the business plan and service levels are delivered within agreed parameters. Through reviewing performance reports, discussions with managers at 121's, feeding back observations to operational managers and ensuring annual reviews of key services are undertaken.

2. Ensure that operations managers adhere to the Managers Code and other managerial guidance so that staff are properly supported and developed to achieve the agreed performance levels. Via manager briefings, discussions at 121's and by feeding back general observations; where issues are identified, ensure these are addressed via performance management where necessary.
3. Brief the operations team on corporate matters to enable them to understand the context of their work and keep up to date with any developments in the internal and external environment which may affect their work.

Corporate Management

1. Contribute to the development of planning, monitoring and reporting of systems so that they properly reflect the needs of the Association to keep control of its business on a timely basis.
2. Write and present reports to the Association's Board of Management as required by the Managing Director for the main operations of the Association to enable an accurate picture and clear proposals to be given to the Board.
3. Assist in the preparation and review of the Association's Business Plan, Service Improvement Plans and relevant strategies by providing key information on the views of customers, the operational environment, reviewing documentation and providing recommendations, so that key operational matters are included and effectively monitored.
4. Contribute to the effective management of operational risks to the Association by regularly reviewing the Tung Sing risk map and operational activities so that any necessary mitigating actions can be put into place and effected.
5. Participate in the effective operation of the Association's Management Team by contributing to discussions and decision making around operational matters so that key corporate managerial action can be identified and implemented effectively. Complete follow up actions as directed by the Managing Director.
6. Deputise for the Association's Managing Director as required so that there is continuity of Executive Management when the Managing Director is not available.
7. Develop and maintain positive relationships with all relevant stakeholders and partner organisations.

Other

1. Chair the Association's Health & Safety Committee so that key actions required by the Group Health & Safety Committee, or otherwise by any legal or statutory requirement, are properly and effectively implemented for the benefit of the Association's residents, staff or members of the public
2. Monitor the implementation of Health & Safety action plans so that Group, the Board and Managing Director of Tung Sing are assured that all necessary requirements have been met.

KNOWLEDGE SKILLS AND EXPERIENCE

Qualifications

- 1 Educated to degree standard or above
- 2 Professional qualification in housing desirable
- 3 Member of the Chartered Institute of Housing desirable

Experience

1. Successful performance track record in key areas of housing management at a manager level within the social housing sector
2. Substantive experience of managing, motivating and developing staff
3. Substantive experience of customer service and involvement
4. Experience of implementing policy so that organisational objectives and targets can be met
5. Experience of managing, preparing and monitoring budgets

Skills

6. Ability to communicate effectively, both verbally and in writing, to both an internal and external (e.g. a range of stakeholders) audiences
7. Ability to analyse information and make sound judgements within a given timescale
8. Ability to work autonomously, planning prioritising and managing own workload

Commitment & Understanding

9. A thorough understanding and commitment to the delivery of equality and diversity within the social housing context
10. A commitment and demonstrable understanding of the cultural values of Tung Sing H.A. Ltd
11. A commitment to staff welfare and a clear understanding of all key health and safety requirements

Knowledge

12. An up to date knowledge of and the practice in implementing housing and property legislation, covering both tenancy and leasehold matters
13. Knowledge of the Supporting People regime and the day to day management of service contracts
14. An up to date knowledge of service charge legislation and the preparation of service charge accounts
15. Knowledge of health and safety legislation

Other requirements

16. A Full driving Licence
17. The ability to get on and communicate with people at all levels
18. The ability to work effectively in a small team and to delegate appropriately

Prepared By: Ed Duguid

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