

Job Description

Job Title: Director of Operations

Department: Operations

Responsible to: Chief Executive

Salary/Grade: BLT Band 1-5

Principle Responsibilities and General Purpose of Job

This post is responsible to the Chief Executive and is a member of the Business Leadership Team and is responsible for leading on administration, repairs including trade team, health and safety, facilities management and human resources.

The post has a key responsibility for keeping abreast of and interpreting legislation on repairs, facilities management, health and safety and human resources related practices.

The post includes the delivery of a high quality, tenant and customer focused, comprehensive and value for money service in accordance with the Group's values, aims, policies and procedures. To maximise our potential to be a high performing customer focussed organisation.

To provide leadership to all reporting colleagues and ensure effective delivery of a high quality service.

Specific Duties and Outlined Responsibilities

Corporate Responsibilities

1. Provide strategic, corporate, operational and professional business advice to the Board and the Business Leadership Team.
2. To develop the structures, systems and policies necessary to support effective service delivery and to ensure that these are properly implemented and monitored.
3. Manage organisational change where this relates to Human Resources related activities e.g. restructures, redundancies etc.
4. Promote a culture of high standards of delivery and continuous improvement and ensure that Key Performance Indicator targets are met.
5. Contribute to the Annual Business Plan and other corporate strategy, including the research and implementation of policy initiatives and the identification of key risks.

6. Assist the Business Leadership Team evaluate risk and ensure that the activities of the team accord with corporate policy, comply with regulatory requirements and are carried out within budget and achieve value for money.
7. Be responsible for the Operations budget of approximately £3 million.
8. Contribute to the leadership and corporate management of the Group by ensuring clear direction and best use of resources in accordance with the Strategic Business Plan.
9. Produce and present performance reports, policy papers and other information as required.
10. To represent the Group at internal and external events and to develop good relationships with stakeholders and other organisations.
11. Demonstrate consistent commitment to Fife Housing Group values:
 - Accountable
 - Firm but fair
 - Open and Honest
 - Versatile

Leading the Operations Function

1. Direct accountability for the engagement of the administration, repairs including trade team, health and safety, facilities management and human resources to ensure services are designed and delivered that support the business strategy.
2. Oversee the management of a frontline service to tenants and customers ensuring the Group's vision and objectives are met.
3. Lead change management processes across all areas of responsibility as required through the planning, leading and implementation of change to ensure the teams provides an efficient and cost effective service to the Group.
4. Overall responsibility for the smooth running of the administration, repairs including trade team, health and safety, facilities management and human resources teams ensuring we deliver excellent customer experiences.
5. Ensure effective customer service is delivered to tenants and internal customers and promote internal team working.
6. Key responsibility for providing advice to the Board of Management, Business Leadership and Operational Leadership teams on health and safety, facilities management and human resource legislation and compliance to ensure business objectives are delivered.

7. Formulate and take responsibility for the management of annual operational plans and budgets for the function so that there are clear priorities and appropriate resources are allocated to their achievement.
8. To develop the structures, systems and policies necessary to support effective service delivery and to ensure that these are properly implemented and monitored.
9. Manage a team of professional and administrative colleagues to implement all relevant policies and procedures.
10. Deliver projects, policies and strategies for the service.
11. Champion joint working within departments by providing a service to other departments in relation to human resources, support service and facilities management.
12. Management of the disciplinary and grievance procedures.
13. Implement the agreed talent processes to develop and acquire talent and the capability to support the delivery of the business strategy including the design and delivery of in-house training programmes.
14. Act as an advocate for the Group's values at all times. Ensure others act as role models within the function and leadership team to which they are assigned.
15. Lead change management processes across all areas of responsibility as required through the planning, leading and implementation of change to ensure an efficient and cost effective service to the Group.
16. Lead on our continued Investors in People programme.
17. Responsible for the implementation of organisational structure and terms and conditions for all colleagues ensuring the Group complies with all legislation requirements.
18. Carry out colleague satisfaction survey and contribute to wider customer satisfaction surveys.

Other responsibilities

1. Promote equality and diversity as an integral part of working for Fife Housing Group and lead by example. Show commitment to equality and diversity and to encouraging the involvement of all members of the community, particularly vulnerable and hard to reach groups, in shaping service delivery.
2. Be a risk manager for the Group.
3. To be knowledgeable in relation to the office health and safety issues relevant to the Human Resources and Business Support function and to be committed to ensuring the implementation and development of the Group's health and safety policies and procedures relating to facilities management.

4. Work as part of an integrated and collaborative Human Resources and Business Support function that is focussed on driving business success.

No job description can cover every issue that may arise within the post at various times. The job holder is expected to carry out other duties from time to time which may be required.

Person Specification

Post – Director of Operations

This person specification acts as selection criteria and gives an outline of the types of skills and characteristics required to do the job.

Essential (E) - without which candidate would be rejected

Desirable (D) - useful for choosing between two good candidates

Please ensure when completing your application form, you give clear examples of how you meet the essential and desirable criteria.

Category	Requirement	Essential or Desirable	Method of Assessment
Qualifications/ Education/ Training	Educated to degree level or equivalent achieved through training/experience	E	1,2,4
	Membership of a relevant professional body	E	1,2,4
Knowledge and Experience	Significant experience of working in a senior management capacity	E	1,2
	Hands on delivery of Housing and Property Services	E	1,2,3
	Delivering tenant focused services	E	1,2,3
	Ability to demonstrate performance orientated achievements	E	1,2,3
	Experience of a contact centre environment	D	1,2,3
	Experience of working with Boards and Committees and/or serving on a Committee or Board	E	1,2
	Demonstrable evidence of leading innovation and performance improvement in a comparable organisation	E	1,2,3
	Experience of developing partnership and collaborative relationships with a range of business stakeholders	E	1,2,3
Skills and Competencies	Strong personal performance management skills	E	1,2,3
	Strategic thinking and business planning	E	1,2,3
	Ability to understand complex business management information	E	1,2,3

Category	Requirement	Essential or Desirable	Method of Assessment
	and possess strong commercial and financial analytical skills		
	Outstanding communications skills, able to motivate, inspire and speak with credibility to the Board, stakeholders and wider community	E	1,2,3
	IT literate and willing to promote the optimisation of the use of IT and other new technology	E	1,2,3
	Excellent people management skills	E	1,2,3
	Prioritises and plans effectively	E	1,2,3
	Excellent Presentation Skills	E	1,2
Personal attributes, qualities and competencies	Consistently support and champion the values of the Group	E	1,2
	Motivation leadership skills that inspires managers and colleagues to work effectively both individually and as a team encouraging innovation and continuous improvement	E	1,2
	Resilience and stamina required to fulfil a demanding and high profile position	E	1,2,3
	Ability to assess risk and promote risk awareness without being risk averse	E	1,2,3
	Strong negotiator and influencer, works intuitively with a range of stakeholders to secure buy-in	E	1,2,3
	Able to make sound judgements, give advice and be accountable for that advice	E	1,2,3
	Able to remain calm when under pressure and lead by example	E	1,2,3
	Capable of promoting a strong culture of customer focus and commitment to customer service in all activities	E	1,2,3
	Able to persuade, negotiate and achieve co-operation of others	E	1,2,3

Category	Requirement	Essential or Desirable	Method of Assessment
	Ability to engage with different groups, clarify complex issues in an appropriate manner	E	1,2,3
	Adopt an assertive and confident approach	E	1,2,3
	A self-starter with a positive outlook and collaborative approach. Able to work on own initiative, exercise good judgement and be resilient	E	1,2,3
	Demonstrate credibility and integrity and build high levels of trust	E	1,2,3
Other	Flexible about working hours to reflect the demands of the job	E	1,2
	Hold a driving licence and have use of a car insured for business use	E	1,4
	Demonstrate strong commitment to the principles of equality, diversity and inclusion	E	1,2
	Evidence of continuing personal development	E	1,2

*** Key:**

1 = Application Form

2 = Interview

3 = Test

4 = Proof of Qualification