

PROVIDENCE ROW HOUSING ASSOCIATION JOB DESCRIPTION

Post:	Director of Operations
Responsible to:	Chief Executive
Responsible for:	Operational departments including: Support services, housing management, property services, HR & performance.
Job Purpose:	<p>This post exists to provide overall direction to the services delivered to PRHA's residents, including: housing management, building safety, support, and property services. Also, for services that underpin the effective operation of those services including Performance & HR.</p> <p>The post is responsible for the performance of all of the operational departments to meet corporate targets and objectives.</p> <p>The post holder is expected to ensure a safe environment, maintain standards, improve quality, involve residents , and ensure the delivery of efficient and effective services, within the statutory, regulatory, contractual, and policy framework of the Association.</p> <p>The post holder will be a member of PRHA's Executive team and SLT</p>

Objectives of the Post

- 1 To ensure that the Board is properly informed and supported in relation to:
 - Statutory duties in relation to Building Safety, Compliance and changes in legislation.
 - Control of all aspects of services delivered directly to residents to meet quality and performance standards
 - Overseeing the outcomes of the operational departments to ensure that the services meet statutory, regulatory, CQC, policy and requirements for Registered Providers, supported housing providers & contracted support /care providers
 - To ensure that the operational departments meet all

requirements for equal opportunities, data protection & health and safety.

- 2 To be responsible for the strategic and day-to-day running of the operational departments and to ensure that the highest quality of service is delivered. This includes:
 - Strategic planning
 - Staff management
 - Performance management
 - Financial controls
 - Ensuring quality assurance audits are in place
 - Ensuring close oversight of all Building Safety compliance programmes
 - Ensuring a comprehensive and up-to-date set of policies and procedures is drawn up and regularly reviewed.
 - To input as a client into the identification and planning of new projects from inception to completion.
 - To ensure that new projects are up and running within agreed budgets, timescale and levels of quality.
- 3 To ensure that the income generated through operational departments is maximised through proper systems and procedures in respect of contract income, lettings, voids and arrears management & maintaining good relations with key stakeholders and funders.
- 4 To make a significant contribution to the overall success of the organisation at a corporate level and undertake an organisation-wide role as an active member of the Executive/Leadership Team.
- 5 To contribute to the planning, control and monitoring of the organisation taking into account its short, medium and long term needs. This work will include the setting of departmental objectives and involvement in corporate business planning.

Key Responsibilities

A DEPARTMENTAL

1 Operational services

- 1.1 To advise the Board & scrutiny groups, Chief Executive and

Executive/Leadership Team of all aspects of operational services including statutory regulation, best practice, service delivery and identification of service improvements.

- 1.2 To prepare, co-ordinate and regularly review a comprehensive range of strategic & policy documents.
- 1.3 To ensure that PRHA's operational services meet funders, stakeholders, and strategic bodies' requirements, in particular with regard to support contracts & grants.
- 1.4 To ensure that Health and Safety is a priority in all of the services and that systems and policies/procedures are reviewed regularly and implemented.
- 1.5 To monitor risk properly identifying, assessing and minimising risk wherever possible.
- 1.6 To prepare all departments for the introduction of SHROA.
- 1.7 To ensure that a regular system of monitoring and audit are in place and to ensure that performance targets /outcomes are met & the value of services is evidenced. To devise and implement action plans to address under-performance.
- 1.8 To ensure that internal & external stakeholders' performance reporting requirements are met.
- 1.9 To regularly visit schemes and hold discussions with staff and residents.
- 1.10 To establish and maintain procedures to ensure that the rights of PRHA's residents are clarified & maintained by all staff.
- 1.11 To approve (or review where appropriate) all evictions of tenants and residents.

2 Asset Management

- 2.1 To ensure that PRHA is provided with an efficient and cost effective day-to-day response repairs service and that the buildings are
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maintained to agreed standards. And to deliver the organisations' goal of an 'excellent repairs service'.

- 2.2 To ensure that the asset management policy is implemented and reviewed at least annually, advising the Board of the review.
- 2.3 To prepare, regularly review and implement programmes of cyclical and planned works.
- 2.4 To ensure PRHA has in place building safety and compliance systems that meet regulatory requirements. Including but not exhaustive to the development of reporting systems, new policy, budget allocation, external and internal audit programmes.
- 2.5 To maximise funding sources to achieve this and to monitor the effectiveness of the programme.
- 2.6 To ensure that PRHA has an effective panel of consultants and contractors and that these are selected and approved in line with agreed policies and procedures.
- 2.7 To oversee all fire safety, gas safety & other essential safety /servicing programmes.
- 2.8 To prepare in conjunction with the Finance Department an annual budget for all asset investment costs.
- 2.9 To regularly monitor expenditure and to ensure effective budgetary control across all departments

3. Human Resources

- 3.1 To lead on the development and implementation of PRHA's People Strategy – including IIP, Reward and Recognition Programmes and wellbeing strategies.
- 3.2 To lead on PRHA's EDI annual review.
- 3.2 To ensure the organisation has in place up to date HR Policies and Procedures that meet Employment legislation.

4. Policy and performance and data Management

- 4.1 To oversee the GDPR, Privacy and compliance team. Ensuring policy, procedures and systems are up to date and meeting all legislative requirements.

B CORE ACTIVITIES

- 3.1 To regularly review and maintain an effective framework of systems policies and procedures.
- 3.2 To motivate staff & ensure they are properly equipped to carry out their roles through training, support, supervision and appraisal and where necessary disciplinary/capability action.
- 3.3 To ensure that competent staff are recruited in adequate numbers and effectively inducted, trained, supervised and appraised and that their performance is managed.
- 3.4 To service relevant scrutiny groups and to attend/report to the Board.
- 3.5 To ensure that Board Members & Executive/Leadership team are properly advised through high quality papers and verbal advice to fulfil their role of governance and control.
- 3.6 To ensure that the activities within the relevant departments reflect PRHA's values and approach to diversity and equal opportunities and commitment to tackling homelessness in all aspects of its work.
- 3.7 To make a positive contribution to the management of PRHA as an active member of the Executive/Leadership Management Team. This will include participation in the following processes:
- corporate planning
 - annual budget
 - strategic planning
 - business planning
 - risk appraisal and management
 - disciplinary and grievance hearings and appeals
 - internal training and induction
 - consultation and negotiation with staff representatives
- 3.8 To ensure that departmental managers are equipped to undertake supervision, coaching, appraisals, disciplinary & capability action etc.
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- in order to maximise staff performance & protect PRHA's interests.
- 3.9 To ensure that effective systems exist for monitoring and assessing the quality of service delivery within the departments.
 - 3.10 To manage the departments' budgets and to ensure that this achieves agreed targets.
 - 3.11 To represent the organisation externally and to identify new areas and opportunities for partnership & collaboration.
 - 3.12 To keep up-to-date with all existing and future changes in the legislative and good practice framework and to identify in advance potential problems and solutions to ensure that PRHA is able to maximise all future opportunities and minimise risk.
 - 3.13 To set up, chair or participate in working groups or meetings as necessary and agreed.
 - 3.14 To actively promote the involvement of residents as far as is practicable in the development and delivery of services.
 - 3.15 To act at all times within the Association's rules, policies & procedures, standing orders and financial regulations.
 - 3.16 To undertake all duties with due regard to Health and Safety & data protection legislation and to actively promote good practice in this area.
 - 3.17 To undertake all duties with due regard to the Association's equal opportunities and diversity policies.
 - 3.18 Any other duties commensurate with the level of responsibility that may from time to time be required.
 - 3.19 To maintain the highest standard of personal and professional integrity and conduct. To promote the Associations values and ethos internally and externally.

PERSON SPECIFICATION

Director of Operations

Experience

- 1 At least 5 years' experience of management at a senior level, 3 of which should be managing leaders/specialist staff.
- 2 At least 5 years' experience of managing support, housing, or care services.
- 3 Being a member of a corporate management team at senior or middle management level.
- 4 Responsibility for service improvement through performance management for a department or function.
- 5 Representation and negotiation at a senior level for the provision of services.

Skills and Knowledge

- 6 Thorough understanding of the provision of support, housing, homelessness or social care services.
- 7 In depth understanding of Building Safety, Compliance and delivery.
- 8 Knowledge of the relevant legislative and regulatory framework in which registered housing associations & support providers operate.
- 9 Ability to lead, provide direction to, plan, monitor, and control varied departments.
- 10 Good numeracy and understanding of budget management.
- 11 Effective staff management, development, and team working.
- 12 Ability to motivate and manage staff from different professional disciplines including ones not shared by the postholder.

- 13 Ability to communicate positively and effectively to a range of audiences, including residents.
- 14 Ability to draw up strategies and policies and to ensure that these are delivered.
- 15 Ability to initiate and implement ideas.
- 16 Ability to maintain safe, positive environments for residents and staff.
- 17 Ability to develop and maintain good relations with external stakeholders.

Attitudes

- 18 A commitment to the values and ethos of PRHA
- 19 A commitment to meeting the needs of homeless people.
- 20 An open and consultative management style.
- 21 Commitment to, and track record in developing, and implementing equal opportunities.
- 22 An understanding of residents' needs and a commitment to delivering the appropriate service within the context of resident involvement & empowerment.