



JOB DESCRIPTION

Job Title: Operations Manager (Service Delivery)

Department: YMCA Temporary Supported Housing and Support

Responsible to: Head of Service

Location: Nottingham with regular travel to Regional YMCA sites

Hours: 37.5 Hours per week, to include evenings and weekends as required. Additional hours will be required to fulfil this role

Salary: Circa £ 49,857.60 per annum

Job Purpose

- To be responsible for the delivery and performance of high quality, sustainable accommodation services across operational regions
- To maintain existing stakeholder relationships and develop strategic partnerships with internal and external organisations
- To be an active member of and work collaboratively with the Senior Leadership Team
- To Deputise for the Head of Service
- To collaborate with the Housing Operations Manager (Strategy and Development)
- To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do

Principal Responsibilities

- 1.1 To ensure best practice is implemented regarding supporting residents and customers; involvement in decision making; meeting the needs of refugees and other hard to reach groups; achieving positive outcomes; minimising voids and maximising income; improving engagement and increasing performance.
- 1.2 To act as a designated officer for safeguarding adults including supporting and /or conducting safeguarding investigations and ensuring safeguarding training is provided across the Association.
- 1.3 To participate in strategic projects and working groups.
- 1.4 To be an active member of the Senior Leadership Team

Managing staff

- 1.5 To work with the Head of Service and Senior Managers to provide transformational leadership, give clear direction to staff to engage with the organisation's mission, vision, core values and strategic priorities.
- 1.6 To lead in a style that develops and empowers staff and facilitates discretionary effort.
- 1.7 To promote a positive work environment and support excellent customer service.
- 1.8 To support the Housing Development Managers to supervise and evaluate staff performance, set targets and manage underperformance and ensure appropriate staffing levels are maintained.
Encourage a culture of openness and transparency, increasing levels of employee engagement.

Managing Resources

- 1.9 To be responsible for the financial sustainability, probity and growth of the department, including creating and managing budgets; forecasting; reporting on variances and monthly monitoring of income and expenditure.
- 1.10 To ensure the efficient collection of housing benefit and personal charge contributions.
- 1.11 To work with colleagues to sustain existing funding and secure additional resources and funding.
- 1.12 To ensure the efficient preparation monitoring, contractual and funding returns.
- 1.13 To work with the Facilities Operations Manager and colleagues to ensure adherence to Health and Safety legislation, policy and procedures.
- 1.14 To ensure adherence to data protection legislation, policy and procedure.

Responsibilities of all YMCA staff, casual workers and managers

1 Ambassador for the YMCA

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

2 Other Duties

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

3 Discretion to Act

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate manager.

4 Relationships and Confidentiality

To establish, maintain and enhance team-working with colleagues and staff of YMCA Robin Hood Group and to keep confidential all information about individuals and the business of YMCA Robin Hood Group. Any breach of confidentiality will be treated seriously and may lead to dismissal.

5 Association Ethos

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

6 Health and Safety

To adhere to the Association's Health and Safety policies at all times.

Line Management Responsibility:

Housing Development Managers

PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an "A" in the final column as we will be looking for this information when Shortlisting.

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Area	Criteria	How Assessed *
1 Experience	<i>1.1 Experience of leading and managing housing services at a senior level</i>	A, I
	<i>1.2 Demonstrable experience of managing complex budgets including monitoring income and expenditure; forecasting and annual budget setting; building rent schedules</i>	A, I, T
	<i>1.3 Experience of developing positive relationships with a range of stakeholders, including external partners, funding bodies, managers, employees and service users</i>	A, I
	<i>1.4 Extensive experience of working with, maximising and monitoring Housing Benefit payments and other statutory funding streams relating to housing OR extensive experience of managing community asset development programmes and training contracts</i>	A, I
	<i>1.5 Experience of presenting data, KPI and metrics information to a wide range of audience</i>	A, I
	<i>1.6 Extensive experience of managing diverse teams including recruitment, training, support, motivation, engagement, managing performance, undertaking disciplinary action</i>	A, I
2 Skills, Abilities and Knowledge	<i>2.1 Current in depth knowledge of current and future developments in housing best practice and legislation safeguarding adults, homelessness, refugees and asylum seekers, benefits and the welfare system</i>	A, I
	<i>2.2 Ability to secure new and existing funding through writing funding bids and applications, and monitor funding programmes</i>	A, I, T
	<i>2.3 Ability to learn quickly, absorb information, multi-task, prioritise and delegate using effective organisation, decision making, planning and problem-solving skills</i>	A, I
	<i>2.4 Excellent verbal and written communication skills and the ability to write letters and reports with clarity</i>	A, I, T

	<i>2.5 Ability to manage, monitor and improve performance in order to provide excellent services</i>	A, I
	<i>2.6 Ability to plan, initiate, implement and evaluate change</i>	A, I
	<i>2.7 Excellent negotiation and persuasion skills</i>	A, I
	<i>2.8 Ability to understand the needs of people from diverse backgrounds</i>	A,I
	<i>2.9 Ability to support the Christian core values of the Association</i>	A, I
	<i>3.1 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service <u>OR</u> hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service</i>	
3 Education/ Training / Qualifications	<i>3.2 At least a Level 4 qualification in a Housing OR Learning and Development related qualification (desirable)</i>	A, I, D
	<i>3.3 At least a level 4 Management and / or Business qualification (desirable)</i>	A, I, D

***When Assessed** – (A) on Application form, (I) At Interview, (T) During Test, (D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

YMCA Robin Hood Group is committed to promoting diversity and practicing equality of opportunity

YMCA Robin Hood Group is committed to the protection of children and vulnerable adults