

Yorkshire Housing Role Profile

Job title:	Head of Operations Planning and Performance	Leader of others:	Yes
Reports to:	Exec Director Customer Experience	Contract type:	Agile -Homeworking
Business area:	Customer Experience	Car allowance:	No
Budget holder:	Yes	DBS required:	No

Job purpose

As the Head of Operations Planning and Performance, you'll be responsible for the operational planning cycle across Customer Experience. You'll foster a culture of performance planning, monitoring, reporting and review to drive performance improvements.

You'll work alongside the heads and directors in the area to provide them with the information and insights to make strategic and tactical decisions that drive a customer obsessed service to our customers.

Key responsibilities

- Develop, define and lead the delivery of YH's operational planning cycle.
- Build a robust forecasting, planning and scheduling framework across all operational teams.
- Establish and lead an effective and frequent approach to performance across the operations teams.
- Monitor performance regularly to make sure we identify trends, gaps or risks to our ambition early.
- Provide support, challenge & insights to Directors and Heads of Service and other key partners to help us act and close gaps quickly.
- Make sure that strategic plans are in place for each department, with clear objectives, performance measures and a monitoring and evaluation system (i.e. QBR process).
- Provide executive level reporting, commentary and insight on operational performance and the associated actions to improve, ensuring this is reflective of regulatory requirements and demands.
- Review performance data combined with business intelligence to identify areas for improvement and create the system to track/monitor improvement plans (oversee path to greens/recovery plans etc).
- Build an effective working relationship with the data insight team to co-ordinate deeper analysis of performance issues to support business improvement planning or problem solving.
- Ensuring alignment between operational measures and strategic priorities. Make sure operational teams are measuring what matters most, at a frequency that drives business improvement.
- Regularly review forecast vs actual performance with a view to learn and continually improve.
- Work closely with the change team to ensure impact assessments are carried out on all major change activity, so that performance and customer impacts are well understood and minimised effectively.
- Work closely with the people team to ensure we have effective workforce planning plans in place.
- Provide analysis and information to help outline options for performance improvements.

- Critical collaboration with the finance team to ensure budgets are informed and set accurately using business intelligence and performance data (this will include the introduction of capacity plans).
- Responsible for setting up an effective process for resource planning of our operational teams.
- Take ownership of the incident management process. Ensuring the process is fit for purpose, taking the lead on co-ordinating response activity and tracking that lessons are learned are followed through.

What you'll bring to the role

The main things:

- Experience in designing and owning the delivery of a business operational performance planning process in a commercial sector such as financial services, utilities.
- Experience of driving performance improvements with customer centric metrics/operational teams including forecasting, resourcing and trend analysis.
- Thorough knowledge and understanding of workforce planning processes and implementing an incident response protocol/framework.
- An effective problem solver with a commercial driven mindset
- Ability to deliver through others.
- Experience undertaking analysis of data and formulating strategy and setting clear and robust actions from this, holding stakeholders to account for progress and agreed delivery.
- Knows what it takes to build and maintain trusting relationships with key external and internal stakeholders.
- A credible and articulate leader who can inspire others towards shared goals, excellent service and high performance.
- Excellent communication and interpersonal skills. Communicating confidently, effectively and empathetically with people, with the ability to explain complex issues simply without diluting the meaning.
- A team player who works collaboratively with others and has strong influencing skills to create a joined-up approach and maximising skill sets across YH.
- Gravitas, courage and calm under pressure. Not afraid to challenge or be challenged by peers or senior leaders, call out risk and provide robust evidence-based recommendations.
- A confident, independent and effective decision maker
- Level 4 Certificate in Housing regulated by Ofqual or equivalent or be willing to work towards.
- Has a systematic, organised approach to planning and managing work across a team.
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values.
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues

It would be a bonus if you have:

- Business Performance qualification
- Professional management/leadership or coaching qualification
- Experience with workforce management and routing technology

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

Date Role Profile last reviewed:

August 2024