

Yorkshire Housing Role Profile

| | | | |
|-----------------------|---|--------------------------|---------------------|
| Job title: | Operations Manager, Compliance and Delivery | Leader of others: | Yes |
| Reports to: | Head of Compliance and Business Improvement | Contract type: | Agile - Homeworking |
| Business area: | Homes | Car allowance: | No |
| Budget holder: | No | DBS required: | Yes |

Job purpose

As the Operations Manager for Compliance and Delivery you'll be responsible for delivering a supremely efficient and effective service delivery function. Being responsible for planning and scheduling the delivery of all repairs and compliance functions across Yorkshire Housing means you'll need the skills to create a well-oiled machine that ensures the right people are at the right place at the right time.

You'll be working in a fast-paced environment, managing multiple demands in order to achieve customer obsessed outcomes. You'll be a key contact for multiple stakeholders, to ensure that regulatory standards, KPIs and operational business needs are met.

You'll be responsible for creating the systems and processes required to create a seamless operation that is well planned and delivers to high standards, and you'll foster a positive culture of performance management that drives performance improvements across your team and the business.

You'll support the Head of Compliance and Business Improvement in delivering key strategic and tactical decisions.

Key responsibilities

- You'll be responsible for the leadership and management of operational delivery of new and current activities, delivering a first-class service for both internal and external customers.
- You'll manage, monitor and evaluate and address service performance and outcomes. Generate and analyse evidence and data to ensure effective oversight, governance and to enable you to lead on service improvements.
- You'll contribute to the designing of new, innovative and dynamic service models and champion these, creating a culture of continuous improvement and enhancing the customer experience.
- You'll take on responsibility for decision making, using a solution focused approach, contributing to the quality assurance processes and improving performance across the teams.
- You'll be responsible for workforce development and relations, implementing a culture of professionalism, open communication, and collaborative relationships.

- You'll work closely with the people team to ensure we have effective workforce planning plans in place and ensure effective business continuity is in place.
- You'll will work effectively with both corporate colleagues, and external key stakeholders
- You'll be negotiating and agreeing future demands, to maintain service delivery needs. You'll maintain an efficient record-keeping system that supports this function.
- You'll anticipate service failure and develop risk mitigation processes to ensure performance is met, commercial risk is reduced/mitigated.
- You'll understand, interrogate, and challenge performance data and ensure mitigations are put in place to reduce the impact of our customers and service delivery.
- You'll complete a range of performance reports that support senior management and stakeholders, required for Business Delivery and the Customer Experience teams.
- You'll ensure all colleagues work in a customer obsessed way and adhere to a range of policies and procedure including code of conduct, safeguarding, Health and Safety policies and legislative guidelines relevant to service delivery to reduce risks.
- You'll role-model customer-obsessed behaviours to your team

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed.

What you'll bring to the role

The main things:

- Previous experience of operational management, and a clear grasp of the issues entailed in managing in an environment where performance is monitored, evaluated and reviewed to deliver agreed targets.
- Previous experience of customer facing services, delivering a high quality of customer care and need to deliver processes in line with robust regulatory standards and KPIs.
- Previous experience, in continuous improvement and delivering improvements in an ever evolving and changing environment.
- Must be self-reliant and possess resilience and the ability to work in a high-pressured environment, managing multiple stakeholders and competing priorities to meet deadlines.
- You'll have high-level analytical skills and an aptitude for strategic problem solving, managing risk, coupled with the ability to produce practical and creative solutions.
- Excellent communication and interpersonal skills. Communicating confidently, effectively and empathetically with people, with the ability to explain complex issues simply without diluting the meaning.

- You'll be able to articulate in a manner to influence and enable change across a range of stakeholders.
- 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.
- Supportive people manager - passionate about developing others and create an environment of trust, and culture of positive wellbeing and inclusion within team.
- You'll hold effective stakeholder management skills - you can build strong working relationships based on mutual respect and trust.
- You'll be customer obsessed - passionate about delivering an exceptional customer experience.
- Possession of good IT skills, excellent information management and be able to interpret and produce reports and presentations as required.
- You'll have a pro-active mindset - able to take a problem and work self-sufficiently to deliver pragmatic and commercial solutions.
- You'll have an eagerness to develop your own skills and openness to adapt to change.
- You'll demonstrate a strong commitment to the YH's values.
- You'll be able to work flexibly in line with Hub, Home, and Roam principles.
- You'll have 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:

- A formal qualification in commercial/contract management/operational management - leadership

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:

September 2024