



**OPERATIONAL
SERVICES MANAGER**

Job Description and Person
Specification March 2021

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

OPERATIONAL SERVICES MANAGER

This is a broad outline of what is expected of the potholder.

RESPONSIBLE TO: **Head of Operational Services**

KEY OBJECTIVES :

- To constantly review and improve the whole customer contact and repair systems, processes from initial Customer Contact through to completion, in order to ensure that the Group delivers an excellent and nationally recognised service for its customers, and external clients.
- To develop a performance management framework for all employees working in the area of repairs delivery that focuses on continuous improvement, efficiency, personal development and delivering excellence for our customers.
- To attract new and retain existing contracts with external clients by offering excellent services in a cost effective manner, and in accordance with all of the terms of the various contracts that we enter into.
- To provide an 'account management' service to external clients to build and maintain relationships, and to use this to identify new opportunities for providing other services for clients.

KEY RESPONSIBILITIES:

- To oversee the management and development of the customer contact centre.
- To ensure that the Group manages and develops its telephony contact with tenants, leaseholders, board members, partners, suppliers, contractors and general customers in a professional and efficient manner.
- To work with the Commercial Manager in making our repairs services the best they can possibly be, whether that is for internal or external customers and to manage the repairs service in the absence of the Commercial Manager.

- To have responsibility for the performance of all internal and external repair service delivery, making sure that they are profitable and perform as per the contract conditions and within budget.
- To assist in the preparation of bids, delivering tender presentations and work with external clients to maximise our business opportunities and performance.
- To build a menu of services that can be sold to external clients including (but not limited to) Call handling Services, Repairs Planning, Repairs Delivery, Provision of Management Information, Facilities Management for flats and apartments, Housing Management.
- To manage the Operational Services team budgets.
- To produce an annual Operational Plan for the areas that the post holder is responsible, and ensure that these are aligned to the company strategic plan, and that can then be cascaded down into team and personal plans for employees.
- To organise team development plans and regularly review and update them.
- To work with the Managers in the Group area teams that oversee the repairs service and produce consistent performance management information to enable them to manage those teams effectively.
- To oversee the development of the repairs systems including (but not limited to) IBS, Opti-Time, Arc and to help develop WHT websites and intranets to make information more accessible and transparent.
- To prepare for Inspection and ensure that the Group records and information are evidenced, and that key employees are regularly briefed in preparation for an inspection, and have responsibility for delivering excellent results in any inspection.
- To keep abreast of changing expectations in regulation, or new legislation, to ensure that the Group responds accordingly and meets, or exceeds expectations.
- To regularly work with tenant groups to develop services and identify improvements, and to encourage their participation in helping the Group bid for new contracts.

GENERAL MANAGEMENT RESPONSIBILITIES

- To contribute to the broad development of the Group in meeting its mission, and to help foster a culture of continuous improvement
- To ensure compliance with the Group's Standing Orders, standards of probity relating to the Group's charitable status and Housing Corporation Regulation
- To be responsible for the management of the financial resources within his / her sphere of management
- To ensure that all Group's Corporate Policies are implemented within his / her sphere of management in particular:
 - Health and Safety
 - Equal opportunities and BME Policies
 - Risk Management
 - Performance Management
- To be responsible for the development and training of employees within his / her sphere of management
- To manage in accordance within the principles of Best Value and carry out Best Value reviews on regular basis
- To ensure that tenant and customer interests are identified and fully taken account in those services within his / her sphere of influence
- Deputise for the General Manager in their absence as required
- As a manager of the Group you will be expected to participate in an on call rota for managers to cover any exceptional emergencies relating to either services or premises that may arise.

PERSON SPECIFICATION
OPERATIONAL SERVICES MANAGER

QUALIFICATIONS:

- Possession of, or studying for, a relevant degree is highly desirable
- Member or pursuing membership of an appropriate professional body is highly desirable

KNOWLEDGE SKILLS AND EXPERIENCE

- Relevant experience in a housing or building environment with previous experience in a manager / supervisor role.
- Experience of managing contracts, monitoring the performance of contracts, and compliance with conditions.
- Proven experience of developing strategic plans.
- Track record of leading, managing and motivating staff.
- Sound understanding of IT applications.
- Proven record of outstanding customer care.
- Track record in having managed successful projects that have delivered service improvements, reduced costs or increased turnover and margin.

COMPETENCIES

Adheres to and promotes the Group's business values. Deals with customers and colleagues with commitment, integrity and respect.

Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.

Strives for quality and timely delivery of objectives, demonstrating initiative and resilience where required.

Articulates opinions, ideas and information in an effective. Actively listens to the communications of others.

Recognises the value of and actively promotes team working to improve services, resolve problems and promote inclusion at a local and company level.

Delivers acceptable solutions to problems through accurate diagnosis, consultation and efficient task management.

Manages the achievement of objectives through planning, communication, consultation and monitoring to meet deadlines.

Demonstrates sound judgment and independence in decision-making, seeking advice and information when appropriate.

Focuses clearly on main company objectives, demonstrating flexibility and creativity to facilitate change and improve services.

Uses clear oral and written 2-way communication to share information.

OTHER

Flexibility in approach to hours worked

Ability to attend occasional evening meetings

Willingness to travel to external clients, with an occasional need to be away from home overnight.