

Operations Director Job Description

1a Details of Post

Post Number: P25652

Grade and SCP: STAR Local Grade 2 (£90,000- £95,000 per annum)

Reports to: Managing Director

Responsible for:

- **Assistant Director of Assets**
- **Assistant Director of Housing**
- **Assistant Director of Development and Regeneration (STAR Housing)**

1. Main Purpose

- Take a proactive role in supporting the Managing Director to ensure the effective management of Operational and Strategic management of STAR with the delivery of vision, values and strategic objectives.
- Act as Deputy Managing Director as and when the situation calls for it.
- As a member of the Executive Leadership Team contribute to the collective leadership of STAR to support a culture and climate which inspires service excellence and value for money.
- Lead on numerous service areas including Asset Management, Development, Housing Management, Community Support Services, Customer Services, Repairs, Sustainability etc.
- Produce reports for executive colleagues and board on all matters related to the above functions and all other operation matters
- Ensure compliance with statutory and regulatory requirements and keep abreast of any legislation changes.
- Support the development and delivery of an effective compliance culture, including health and safety, safeguarding and data protection.
- As a top team, work collaboratively to provide dynamic and effective collective leadership aligned to agreed behaviours & values.

2. Key Responsibilities

- Develop key strategies in asset management, development, tenancy management, homelessness and income recovery to ensure compliance with legislation and best practice.
- Responsible for the Operations budget to deliver a financially strong and sustainable company through continued evaluation of value for money, working closely with finance colleagues.
- Lead on building safety, ensuring regulatory and legislative compliance and supporting reporting as required for formal regulatory data submissions.
- Lead on tenancy management, ensuring regulatory and legislative compliance and supporting reporting as required for formal regulatory data submissions.
- Ensure an effective approach to procurement and contract management, with a robust monitoring framework to ensure compliance with agreed standards for probity and due process.
- Ensure an effective approach to health and safety across the directorate, with robust monitoring and reporting to embed a strong culture of compliance and assurance.
- Develop and lead a robust and coordinated approach to policy development, performance management and quality assurance across the business.
- Work collaboratively with the Council to meet the Council's statutory responsibilities.
- Contribute to an effective relationship between Executive and Board, supporting the Board in their good governance endeavours.
- Work in partnership with other agencies to enable a more effective service delivery to support stronger communities.

3. Performance & Customer Focus

- Develop a culture that is customer focused, pre-empts customer needs and makes good use of data to ensure the delivery of integrated housing services across STAR.
- Instil a customer first mind-set that enables all queries, complaints and concerns to be dealt with in a quick & professional manner.
- Serve as an ambassador for STAR championing the organisation's positioning as a key place shaper within the county.
- Act as an advocate for their service and work collaboratively with colleagues across STAR Housing to meet the needs of the customer.
- Engage with service users and maintenance of an appropriate personal profile.
- Adopt a customer focused approach when delivering their service.
- Drive the team and lead by example encouraging and providing opportunities to help them grow and allow for a positive and high performing culture to flourish.

- Establish a robust approach to performance management that celebrates success, encourages feedback, confronts difficult matters and is tenacious in resolving issues.
- Meet individual performance and personal development targets agreed through the Personal Development Review Process, learns from experience and is committed to continuous improvement individually and as an employee of STAR Housing.

4. Conditions of Service

The conditions of service are those laid down by STAR Housing, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

- a) The post is based at the Spruce Building, Shrewsbury Business Park SY2 6LG, however, hybrid working arrangements are in place.
- b) This post is subject to the following:
 - The post is permanent for 37 hours per week.
 - Occasional evening work may be required.
- c) This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.
- d) Annual leave entitlement is 28 days per year, rising to 33 days after 5 years' service, two of which need to be held for Christmas Closure's. In addition, staff receive statutory bank holidays and a concessionary day at Christmas is given at the Company's discretion.
- e) The appointment is subject to four months' notice in writing on either side.
- f) The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.
- g) Smoking is not allowed in STAR Housing buildings, vehicles or in any STAR Housing places of work.
- h) It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on STAR Housing business at the current HMRC rate of 45 pence per mile.
- i) The post may require attendance at meetings and events outside normal working hours, therefore a flexible working pattern within the hours for the post will be necessary.

5. Pre-employment Requirements

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form.

Post holder:

Date: