

**Person Specification
Operations Director**

Attributes	Essential/Desirable	Method of Assessment
Qualifications (or equivalent skills)	<p>Essential:</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent work experience. A professional management qualification would be an advantage, as would membership of a relevant professional body such as CiH/RICS etc. or evidence of continuing professional development. 	Documents & Interview
Experience and Knowledge	<p>Essential:</p> <ul style="list-style-type: none"> • Extensive experience at senior level in delivering either housing or property services, or ideally both, in a social housing setting, across a varied tenure profile and stock portfolio. • Technical knowledge and strategic understanding in areas such as asset management, tenancy management and homelessness. • A track record in the development of new building housing and/or regeneration experience would be an advantage. • Proven track record in leading multidisciplinary teams in a customer focused environment. Experience of leading DLOs would be an advantage. • Proven experience of working collaboratively and/or in partnership with a range of stakeholders. 	Documents & Interview

	<ul style="list-style-type: none"> • Understanding of the role of a Board. • Experience of working in political environment would be an advantage. • Understanding of embedding equality, diversity and inclusion in all aspects of work. • Experiencing of writing and presenting complex reports to a variety of audiences. • Senior experience of robust contract management and working to procurement frameworks 	
<p>Specialist skills and abilities</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Excellent leadership skills, able to lead, motivate and engage teams to deliver a high-quality customer focussed service and levels of performance. • Ability to operate strategically and to convert strategy into action plans and processes. • Excellent communication skills, verbal and written, including the ability to communicate with a wide range of people with varying needs. • Excellent persuasive and negotiation skills, able to act as an ambassador for STAR Housing. • Very good financial awareness and strong monetary acumen, with the ability to manage large and complex budgets and meet savings targets. • Able to make decisions which demonstrate sound judgement. • Excellent analytical skills, time management skills and ability to work under pressure to meet deadlines with close attention to detail. • Able to understand and own complex issues, identifying and implementing innovative solutions while balancing the need to manage risk. • Able to operate effectively where there may be levels of uncertainty and ambiguity. 	<p>Documents & Interview</p>

Prepared by: _____

Date: _____

Post holder: _____

Date: _____