



Operations Director

Job information pack

September 2024

Hello

Thank you very much for your interest in the position of Operations Director here at Arawak Walton Housing Association.

Arawak Walton is the largest independent Black and Minority Ethnic housing association in the Northwest and currently manages over 1,200 homes within Manchester, Stockport and Trafford. We have inspirations to grow, working with peer associations to address the housing needs in our areas. We aspire to be the housing provider of choice for all our customers whilst remaining financially strong and independent.

We are passionate about what we do, and we are passionate about the people we serve. We have a proud heritage in helping to create vibrant and sustainable multi-cultural neighbourhoods in inner city areas by working with community groups, local enterprises, charities, and organisations across Manchester. We put our tenants at the heart of all our decision making.

Because of our heritage, size and focus, we can ensure we deliver to communities we understand and reflect and take the evidence that comes from being a small, local and BME HA to challenge policy and practice on a regional and national basis.

We have a big voice both regionally and nationally and are able to influence strategic decision making within the sector. Locally, we belong to various strategic partnerships and are members of the Community Housing Associations Northwest (CHANW) where we play a major role in influencing housing strategy.

We are financially strong, a top quartile performer and have excellent TSM's. We are looking for someone who can continue to deliver excellent results and support us to make further improvements.

It is a time of change for our association, with a new Chief Executive joining us in the coming weeks, a newly formed Operations Team structure, and challenges and opportunities presented by regulatory and legislative changes and priorities. On the following pages you will find information about the type of person we are looking for and details of how to apply.

Best of luck!



Operations Director

Salary £85,000 pa plus excellent benefits

Full time - 35 hours per week

Do you have a passion for delivering services to diverse communities? Do you have an in depth understanding of the regulatory and legislative pressures facing the housing sector? Do you have significant leadership experience, and the ability to think both strategically and operationally? If so, this role may be for you.

As a pivotal member of our Executive team, this role will play a clear part in delivering our business plan, leading our frontline services, ensuring compliance with regulation and developing and delivering our Operational strategies. In addition, the role will ensure that our systems, policies and processes are continually reviewed and improved, our people are engaged and developed, our projects are delivered, our tenant's voices are heard, and our partnerships are maintained.

We are looking for someone with significant leadership experience, and a strong project management, customer focused approach, who will help to set the vision for the organisation and will promote and model our culture, behaviours and values. The ideal candidate will have experience of leading and managing change and will be skilled in embedding the changes implemented via our recent restructure.

We are looking for someone with significant housing related experience. We recognise you may not have covered all of the areas that this role oversees, but experience or knowledge in asset management in particular would be advantageous.

- Generous employer pension contribution
- HSF health cashback and employee perks scheme
- Central Manchester location with work life balance policy in place
- For an informal discussion about the role please contact us on 0161 272 6094 or via recruitment@arawakwaltham.com to arrange a conversation with either Kate Forrester, Interim Operations Director, or Ulfat Hussain, (incoming) CEO.
- Please apply via our [recruitment portal on our website](#), sending your CV and covering letter.
- **Closing date: 10am on 30th September 2024**
- **Interviews:**
- 1st stage – 10th October 2024
- 2nd stage – w/c 21st October 2024 (date tbc)

Arawak Walton Housing Association

Job Description

Post:	Operations Director
Responsible to:	Chief Executive
Responsible for:	Head of Tenant Services Property Delivery Manager Compliance Manager Asset Manager

Job Purpose

- 1.1 To develop, lead and continuously improve the association's housing, customer services and asset management functions.
- 1.2 To lead the development, implementation, monitoring and review of operational strategies and policies, ensuring they are aligned with the organisation's aims and values
- 1.3 To participate and contribute effectively to the Senior Management Team over the direction and management of the organisation, ensuring the association adheres to all relevant codes and regulatory standards.
- 1.4 To provide strategic advice and guidance to the Board, Committees and the Senior Management Team, to ensure the association meets mission and vision objectives in relation to meeting housing needs.

Objectives of Post

- As a member of the Senior Management Team, ensure the association meets vision and mission objectives in relation to customers and our properties.
- Lead and develop key strategies that fall under the operations department, engaging external support where relevant to deliver the Regulator of Social Housing's consumer standards, Housing Ombudsman Code, and other regulatory and legal requirements.
- Provide empowering leadership and direction in relation to the association's assets and customers, ensuring clear policies and procedures are in place that deliver quality services, value for money, and exceed the requirements of the Regulator's consumer standards.
- Coordinate the role of responsible person for health and safety.
- Facilitate partnership working, working with external consultants where appropriate, in relation to maintaining our stock, new growth and new initiatives.
- Work with the senior management team to set the overall budget and business plan to be agreed by Board. Control costs across all

Operations team budgets and regularly report to both Board and Senior Management Team.

2. Asset Management

- 2.1 Develop the association's Asset Management Strategy to address current and emerging requirements, to include, but not exclusively:
 - o Health and safety
 - o Acquisitions
 - o Zero Carbon
 - o Component replacement and improvements
- 2.2 Facilitate processes that enable proper programming and costings to build into the association's 30year business plan.
- 2.3 Allocate and oversee projects and new initiatives, where delegated to external consultants, as required.
- 2.4 Implement monitoring processes that ensure timetables and budgets are met in line with the business plan, especially in relation to value for money and efficiency expectations.

3 Housing management, customer services, supported housing

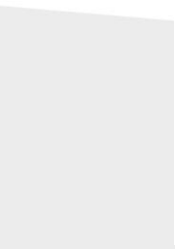

- 3.1 Provide strategic direction to team leads to deliver agreed services in line with business plan requirements including maximising rental income, minimising void loss and managing safeguarding and community safety.
- 3.2 Implement monitoring systems to ensure department heads deliver objectives and targets in line with business plan requirements
- 3.3 Support department heads to engage in a culture of continuous improvement.
- 3.4 Ensure department heads produce reports (including to Board) that are timely and enable quality decision making with the association.
- 3.5 Oversee policy and service review schedule and deliver through department heads.

4. Leadership and staff management

- 4.1 Be a proactive member of the management team and challenge other members where appropriate
- 4.2 Attend and report to the Board and any committees acting as the main operations adviser.
- 4.3 To direct and support operational teams and ensure that all staff members work effectively and efficiently.



General

- 5.1 Comply with information requirements of statutory and other bodies, as required by the chief executive.
 - 5.2 Produce reports for and attend Board meetings, as required.
 - 5.3 Represent AWHHA to other agencies, as required by the chief executive.
 - 5.4 Implement AWHHA's equality, diversity, and inclusion policies in all relevant parts of the work of the post.
 - 5.5 Interact with clients, co-workers, and management in a positive, supportive, and co-operative way.
 - 5.6 Comply with the Disclosure in the Public Interest (Whistle Blowing) Policy to safeguard the association's interest by highlighting any wrongdoing.
 - 5.7 Any other duties required by the Chief Executive.
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ARAWAK WALTON HOUSING ASSOCIATION

PERSON SPECIFICATION

OPERATIONS DIRECTOR

This document sets out the essential and desirable abilities and qualities needed by the successful candidate for this post. When completing your application, please demonstrate your understanding and experience of the points set out below.

Criteria	Essential	Desirable
QUALIFICATIONS/TRAINING		
A relevant housing or asset management qualification or equivalent experience.	✓	
Undertaken formal course of management training.	✓	
A formal management qualification.		✓
Evidence of continuing professional development.		✓
EXPERIENCE		
Experienced senior executive with strong strategic knowledge and operational delivery of housing or asset management.	✓	
Experience of change management programmes and a record of successful delivery of change both in processes and in technology.	✓	
Demonstrable experience of having successfully managed, motivated, and developed teams at a senior operations level position within the housing sector.	✓	
Substantial experience of servicing a Board or subcommittee.	✓	
Strategy and policy formulation.	✓	
Experience of relationship and stakeholder management both internally and externally with tenants, local communities, partner organisations, MP's and community leaders, as well as staff, Board members and consultants.	✓	

<p>SKILLS, KNOWLEDGE AND ABILITY</p> <p>Commercial awareness and good financial and budget management skills.</p> <p>A strong analytical thinker, capable of sound decision-making, and able to understand wider business issues.</p> <p>Excellent interpersonal skills with a clear, concise and relevant communication style, including excellent presentational skills.</p> <p>Ability to think strategically and <u>plan ahead</u>.</p> <p>Effective people skills with the ability to empower, enable, motivate and develop constructive relationships.</p> <p>A natural influencer and proven negotiator.</p> <p>Well organised, with excellent problem-solving skills.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>BEHAVIOURS</p> <p>Commitment and support for Arawak Walton's aims, objectives, mission, and values.</p> <p>Commitment to equality, diversity, and inclusion.</p> <p>A positive role model as a leader in the organisation.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>OTHER</p> <p>Adequate faculties to cope with communication requirements specified above.</p> <p>Willingness and ability to attend regular evening meetings.</p>	<p>✓</p> <p>✓</p>	



EMPLOYEE BENEFITS

- High levels of staff and tenant satisfaction
- 25 days leave + Bank Holidays + Christmas close (from Christmas Day to New Years Day).
- SHPS DC pension scheme with a minimum 3% employee contribution and a generous 11.4% employer contribution rate (plus optional employee AVC's).
- Family-friendly and flexible working policies
- Health and wellbeing benefits including:
 - Day one access to a fantastic health cashback scheme via HSF UK health plan, which includes cosmetic health cashback.
 - Free annual employee health checks
 - Occupational health and Employee Assistance Programme support
 - Employee perks - Perkbox membership – high street, leisure and travel discounts and offers.
 - Discounted gym membership (via Perkbox),
- Subsidised social events
- Generous training and development programme
- Low interest car loan scheme
- Central Manchester office, adjacent to green space but within walking distance of Manchester City Centre and excellent transport links (airport, motorway, rail and bus).
- Car park access for essential car users
- Disability Confident Committed employer

Additional information

Equality, diversity and inclusion are paramount for us. We are proud to have a team of employees from diverse backgrounds and we embrace diversity in all that we do. We positively encourage applications for employment from eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. Please refer to our [Equality, Diversity and Inclusion policy](#) for more information.

We are a Disability Confident employer, and we will work to ensure reasonable adjustments are in place where possible throughout the recruitment journey and into employment. **We want to help you show your talents so please tell our recruitment team if you require support to do so.**

Please note that all of our roles require an up-to-date DBS check. Please read more on our policy regarding [DBS checks](#) for more information.



Our latest [staff structure](#) and staff information can be found on the [staff page](#) of our [website](#).



Arawak Walton Housing Association
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