**OPERATIONS OFFICER**

Operations Manager

Reporting to:

Responsible for:

N/A

Location: BROCKLEY

Responsible for:

**PURPOSE OF THE ROLE**

Providing highly efficient and effective face Housing Management Support across key operational Areas

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| --- | --- |
| Principle Accountabilities |  |
|  |  |
| To ensure that the services we deliver, are customer focused and response to local needs.Delivering and improving Services; Obtaining value for Customers; working in partnership with stakeholders, external partners and colleagues.Responsibility for delivering effective Neighbourhood services including;* Void management – Responsibility for managing empty properties from key to key
* Repairs Administration – Delivering an effective and efficient repairs service to CHISEL stock including Contractor Management
* Lettings – Undertaking assessments and viewings to ensure suitabilty for accommodation.
* Tenancy Management – Dealing with breaches of tenancy agreements, including nuisance ; harassment and misuse of property.
* Customer Involvement – To ensure that residents views and priorities are central to how our services are delivered and that residents are fully engaged in any changes to our policies or procedures.
* Estate Management – Carry out regular estate inspections ; monitoring service contracts and acting as the conduit to drive up standards. Ensuring that we have homes to be proud of and services than can be trusted.
* Neighbourhood Improvement - Engaging with Customers and Local Communities to design services that make a difference to peoples’ lives.
* Various administrative duties
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# Person Specification

You will only be short-listed from the details written on the application form.

You must meet all of the criteria ranked as Essential. All applications will be scored and ranked to produce the final shortlist this may include desirable criteria where there is a high volumne of applicants.

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| **Criteria** | **Method of Assessment** | **Rank** |
| Education & Qualifications | * Degree-educated or equivalent experience
* Housing qualification
 | * App Form / Employment Checks
* App Form / Employment Checks/Interview
 | * Essential
* Desirable
 |
| Experience, knowledge, understanding | * Experience of Property Management
* Computer literate with knowledge of Word and Excel packages
* A sound knowledge of Landlord and Tenant legislation experience
* A knowledge of effective strategies available in the management of ASB
* A sound knowledge of resident involvement strategies and techniques
 | * App Form / Interview
* App Form / Interview / Test
* App Form/ Interview
* App Form / Interview
* App Form/ Interview
 | * Essential
* Essential
* Essential
* Essential
* Essential
 |
| Personal Qualities | * Commitment to providing a high quality service to colleagues and external clients
* Understanding and commitment to Equal Opportunities and Diversity
* Commitment to Social Housing
* Commitment to Confidentiality and Data Protection
 | * Interview
* Interview
* Interview
* Interview
 | * Essential
* Essential
* Essential
* Essential
 |
| Technical & Professional Skills | * Strong project and change management skills and a track record of managing continuous improvement projects
* Ability to operate and flex in an ambiguous and changing environment to respond to emerging priorities
* Comfortable with working at the strategic level and also into the detail, leveraging and analyzing data to drive evidence based recommendations and conclusions
* Understanding of organisational dynamics and strong relationship building, interpersonal and influencing skills in dealing people of all levels of seniority.
* Experience of working to tight deadlines, under pressure and delivering high quality outputs
* Excellent English language skills (written and oral)
 | * App Form/Interview
* App Form/Interview
* App Form/Interview
* App Form/Interview
* App Form/Interview/Test
* App Form/Interview/Test
 | * Desirable
* Essential
* Essential
* Essential
* Essential
* Essential
 |
| Management Skills | * Manages self and resources to meet objectives to required timescales
* Plans organizes and priortises own workload to meet goals and is able to achieve results when faced with competing priorities
* Uses initiative to deliver high levels of service
* Takes note of relevant of information received and acts accordingly
* Asks for guidance when appropriate
 | * App Form/Interview

 * Interview/Test

 * App Form/Interview

 * App Form/Interview

 * App Form/Interview
 | * Essential

 * Essential

 * Essential

 * Essential

 * Essential
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| Working Together | * Keeps colleagues and customers up to date and informed
* Readily contributes to team initiatives
* Communicates effectively and treats colleagues with respect and dignity
 | * App Form/Interview

 * App Form/Interview

 * App Form/Interview
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