



Job Title – Operations Manager (YPS/Engagement)

Location: Enfield – Hybrid (Office/Schemes/Home)

Hours: 37.5

Reporting to: Head of Supported

Role Purpose

Our Operational Leaders manage a function and/or team and are responsible for delivering on the direction and strategy set by our Senior Leadership Team and Board. They translate our strategy into operational activity, creating clarity and setting standards for their teams. With invaluable front line experience, this role holder can take the lead in the development of policy and procedure, and has responsibility for tracking performance against key metrics. Our Operational Managers are positive ambassadors for Christian Action, enabling effective and continuous service performance improvement through people. They are skilled people managers, developing and motivating individual and team performance.

Core Responsibilities

- To provide a comprehensive, and customer focussed supported housing service for Young People in Enfield and Haringey.
- To lead on tenant involvement, ensuring that tenant's views influence how services are developed, managed and monitored.
- Lead on the provision of positive engagement opportunities that support Young People to reach their goals
- Identify ways in which supported housing management services can be continuously improved.
- Ensure that compliance and KPIs are achieved in line with local authority contracts
- Assist with the tender process for new services that match our profile.
- Ensure young people's pathway plans are routinely updated
- Lead on quality assurance and auditing of service provision, including having robust administrative, risk assessment and reporting processes in place.
- Be accountable for delivering services within agreed budgets and evidencing value for money
- Work collaboratively across the organisation to ensure that all teams work together to provide customer focussed services.
- Ensure the safeguarding and well-being of young people in our service
- Model and embed our values working collaboratively with colleagues across the Association
- Demonstrate the Association commitment to building a diverse and inclusive organisation
- Any other duties that may be reasonably required

Key Tasks

- Effective leadership and management of the team to ensure the safe and effective running of the service at all times.
- Ensure all risk assessments and strategies to manage risks/challenges are in place for the service
- Provide accurate data and reporting to the Head of Service, Board, funders and external contract managers, including supporting the development of operational and performance reports.
- Write funding bids and tender applications in conjunction with the Head of Service
- Manage service incidents in line with current procedures, providing guidance and support to relevant staff and managing all safeguarding risks.

- Lead on quality assurance and auditing for our service provision, including maintaining our 'For Youth' accreditation awarded by the Foyer Federation.
- Review and develop policy and procedures required for the safe delivery of the service.
- Effectively respond to customer complaints, ensuring our complaints policy is followed at all times.
- Develop effective communication strategies, including social media, for both internal and external promotion of services.
- Manage and monitor budgets, voids and rent arrears in line with key performance indicators
- Direct the facilitation of a structured training programme for residents across all services on a rotational basis covering core areas such as budgeting and finance, sexual health and employability skills, ensuring relevant Service Level Agreements with external training and workshop providers are in place.
- Developing project plans and sourcing funding to run projects, carrying out the necessary monitoring and report writing to support this.
- Provide opportunities for intergenerational working with retirement residents.
- Work collaboratively to support the achievement of our digitalisation strategy.

Who we are looking for :

Your skills, qualifications and experience

Essential

- Successful experience in a similar role, including experience of housing management
- Inspiring leader, with significant line manager experience
- Passionate about working with young people
- Experience of managing hard to engage, diverse groups and volunteers
- Knowledge and experience of safeguarding procedures when working with vulnerable adults and young people
- Up to date knowledge of training issues and initiatives relating to the young unemployed.
- Awareness of legislation relating to Race Relations, Rents, Landlord and Tenant, Housing, Welfare Benefits and other related issues.
- Project management and problem solving skills
- Excellent people skills and the ability to build relationships with diverse groups
- Multi-agency working and networking skills
- Competent with IT systems
- Highly effective and clear communication skills both verbal and written.
- Ability to persuade, influence and motivate others
- Ability to work and adhere to professional boundaries
- Educated to at least A level standard

Desirable

- Knowledge of housing related support contracts
- Budget management
- Excellent presentation skills
- Achieved a Degree level qualification.
- Management training/qualification
- Driving licence and use of car

Our Values

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| <p>We ask all our employees to live our values, and to demonstrate them every day in the work that we do.</p> | Care | Connect | Champion | Commit |
| | <p>We protect the health, safety and wellbeing of our customers and staff and maintain our properties with care</p> | <p>We listen to you and seek out opportunities to connect with our customers and local communities</p> | <p>We champion and celebrate differences and positively challenge each other to improve</p> | <p>We do what we say, learn when things go wrong and continuously improve the quality of our services</p> |

Our Competencies Level 3 – Operational Management

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| <p>These are the key behaviours we expect from our team.</p> <p>We will use these competencies to make recruitment decisions, to develop your skills and to measure your performance in your role.</p> | <p>Communication</p> <ul style="list-style-type: none"> Is clear and persuasive when communicating complex information. Actively seeks to involve others prior to decisions being made. Uses discussion to achieve objectives and avoid unnecessary conflict. Gives clear and timely feedback to team members. |
| | <p>Customer Service</p> <ul style="list-style-type: none"> Acts as a role model in their approach to customer care. Takes time to establish the underlying needs of customers. Organises processes around the customer. Makes sure their team feels empowered to put customers first. |
| | <p>Teamwork</p> <ul style="list-style-type: none"> Networks effectively, internally and externally. Manages conflicts or issues within the team in a timely, positive and confidential manner. Gives constructive feedback to improve performance – individual, team or organisation. Encourages others to get involved CAHA projects, activities and events. |
| | <p>Working efficiently and effectively</p> <ul style="list-style-type: none"> Takes responsibility for making decisions to move things forward. Champions new approaches, products and services. Encourages continuous improvement. Demonstrates integrity, fairness and consistency in decision making |
| | <p>Value for money</p> <ul style="list-style-type: none"> Actively compares Christian Action’s services to other providers to ensure we provide good value. Able to identify and bring to attention anything that limits Christian Action’s opportunities. Can design and implement cost effective solutions by doing things differently |
| | <p>Leadership</p> <ul style="list-style-type: none"> Gives timely and specific feedback on both strengths and development areas. Is aware of own leadership style and adapts to get the best out of others. Deals effectively with poor performance or team conflicts. Creates an environment where team/s are encouraged and developed. |