



Job Description

Job title:	Operations Manager
Grade:	EVH Grade 9 – SM2 to SM4
Responsible to:	Director
Directly Responsible for:	Senior Maintenance Officer Senior Housing Officer
Indirectly Responsible for:	Maintenance Officer Assistant Maintenance Officer x 2 Housing Officers x3 Housing Officers job share x 2 Housing Assistants x2 Welfare Rights & Tenancy Sustainment Officer
Term:	Permanent

1. Context

- 1.1 The Operations Manager will be a member of the senior management team alongside the Director and the Head of Corporate Services. They will also be part of the management team which consists of the Director, Head of Corporate Services, Senior Maintenance Officer and Senior Housing Officer.
- 1.2 The Operations Manager is accountable to the Director and will work with the maintenance and housing management teams to ensure operational activities are carried out in accordance with the Association's aims and objectives.
- 1.3 This job description identifies the main objectives of the Operation's Manager post. These are divided into five sections as discussed in sections 3.2 to 3.6 of this document.

- 1.4 The Operations Manager is the line manager of the Senior Maintenance Officer and Senior Housing Officer.
- 1.5 The Association is committed to training and developing staff to meet business objectives, improve business performance and develop its people. The Operations Manager will be required to undertake training, as requested, and to ensure they continue to have the relevant skills and knowledge to be able to perform their role in an effective manner. All training approved by the Association will be at the Association's cost and in the Association's time.
- 1.6 It is important to note that the duties outlined in this document do not form part of a contract and must be viewed as an indication of the main duties of the post. For example, staff members may be required to cover the work of others in the event of absence. In the event of any confusion or lack of clarification, the Operations Manager should liaise with the Director.
- 1.7 The post will require regular attendance at evening meetings and other occasional events that take place outwith standard office hours.

2. Main objectives of the post

- 2.1 The main objectives of the post are:
 - a) Lead on the day-to-day operational management of the Association's maintenance and housing management functions, to ensure service is delivered in line with the Association's policies and procedures
 - b) Assist the Director in developing and sustaining the Association's role in meeting housing needs and achieving its aims and objectives
 - c) Ensure the service delivered by the maintenance and housing management functions meets the prevailing regulatory and best practice requirements
 - d) Have full operational responsibility for ensuring that the Association meets its legal obligations the requirements of regulatory bodies such as the Scottish Housing Regulator and OSCR
 - e) Assist with the delivery of good governance within the Association to include formulating and delivering the Association's corporate and strategic objectives
 - f) Attend all Management Committee meetings, assist the Director in servicing the Management Committee, attend and support the two seniors in servicing the Operations sub-Committee and ensure decisions made at meetings are implemented effectively to their teams.

- g) Lead on the formulation, review and development of strategies, policies and procedures as they relate to the maintenance and housing management functions, and assist with staffing, governance and finance policy reviews.
- h) Develop and implement appropriate strategies for ensuring that seniors and the their team have the knowledge and skills necessary to carry out their roles and responsibilities to a high standard. Also assist in staff development so they reach their full potential for the mutual benefit of Association and the staff member
- i) Assist in developing and implementing a governance framework to include corporate documents such as the business plan and its associated resourcing and delivery plans, asset management plan, annual assurance statement, risk matrix, tenant satisfaction, resident engagement plan, equalities action plan and operational workplans

3. Principal duties

3.1 The undernoted provides an outline of the current duties and responsibilities of the Operations Manager's post.

3.2 Key operational duties

- 3.2.1 To ensure a high-quality reactive maintenance service
- 3.2.2 To set up and monitor policy and procedures for quality control for all aspects of the Association's maintenance functions. Ensure random and regular post inspections are undertaken of the work of all the Association's contractors work and that records are kept.
- 3.2.3 To ensure regular inspections of all the Association's properties to make sure we have accurate and up to date asset management information on the stock
- 3.2.4 To review the five-year draft investment plans on an annual basis and ensure the Asset Management Plan is up to date and fit for purpose
- 3.2.5 To take responsibility for preparing, implementing, monitoring and reviewing the planned and cyclical maintenance programmes for the Association, taking account of the prevailing procurement legislation and best practice. This includes liaison with the finance agents and the Director to ensure that the Association has adequate budgetary provision for the programmes
- 3.2.6 To ensure a 30-year planned maintenance programme is in place for stock. This includes instructing regular stock condition surveys to be carried out by a third party. Also liaising with the Director and finance agents to ensure there is a funding strategy in place to cover future repairs
- 3.2.7 To ensure all properties continue to meet the Scottish Housing Quality Standard

(SHQS). Work towards meeting the new Social Housing Net Zero Standard (SHNZS), which the Scottish Government are proposing to replace the Energy Efficiency Standard for Social Housing (EESH2). Where applicable, have appropriate exemptions in place to ensure compliance against the quality standards

- 3.2.8 Ensure that all compliance inspections relating to gas, fire safety, periodic electrical testing, water hygiene, asbestos, PAT testing of electrical equipment in care units, engineering inspections and other safety issues are carried out and are properly implemented and recorded in line with best practices
- 3.2.9 To work with the corporate services and finance team to ensure that all costs relating to factored properties are issued as invoices to factored owners (and sharing owners, where appropriate) and that owners (and sharing owners) are consulted about maintenance/development work, where appropriate
- 3.2.10 To oversee the submission of annual capital funding bids in respect of medical adaptations and assist the SMO to approve grant applications via HARP to drawn down funds
- 3.2.11 To take responsibility for all aspects of the appointment, supervision, and payment of consultants and contractors for work being procured by the housing management and maintenance functions
- 3.2.12 To ensure value for money is achieved when procuring maintenance contracts and consider various procurement approaches, e.g. frameworks such as Scotland Excel.
- 3.2.13 To be responsible for the development, monitoring and review of the Association's rent policy and to ensure that appropriate rents are charged
- 3.2.14 To take overall responsibility for the effective control of arrears and voids. Ensure rental income is maximised via a fair and effective rent management strategy
- 3.2.15 To maintain the Association's housing list, liaise with the local authority and other partners regarding nominations and local lettings plan, ensuring properties are allocated in accordance to our policy with high levels of tenancy sustainment
- 3.2.16 To be responsible for the development, monitoring and review of all maintenance and housing management policies and procedures
- 3.2.17 To take overall responsibility for the effective operation of the Association's factoring policy and procedures to include arrears recovery with reports to the Operations sub-Committee.
- 3.2.18 To help ensure that the two seniors and the maintenance and housing management staff are fully aware and comply with the Association's:
 - equality and human rights policy,
 - health and safety policy and practices
 - policy and practices regarding GDPR.

1.1 Policy and procedural development

- 1.1.1 To implement and play a key role in the formulation of and review of all the maintenance and housing management policies. To include meeting consultation requirements and conducting equality impact assessments, where appropriate. Also to contribute to corporate and governance policy reviews
- 1.1.2 In liaison with all staff, ensure that appropriate procedures are developed and reviewed to ensure that the Association's policies for which the Operations Manager has responsibility are implemented in a consistent and accountable manner
- 1.1.3 Ensure that the maintenance and housing management staff receive appropriate training to fulfil their role and ongoing development.
- 1.1.4 Regularly review information sources to ensure that maintenance and housing management teams receive quality advice and guidance
- 1.1.5 To ensure compliance with legal, regulatory and best practice requirements in relation to work areas for which the Operations Manager has responsibility and be accountable for the team in this regard

1.2 Corporate responsibilities

- 1.2.1 Responsibility for managing the Association's reactive, planned, cyclical maintenance and energy efficiency sustainability budgets
- 1.2.2 In liaison with the Director, prepare an annual budget for reactive, planned and cyclical maintenance and control and report on costs in relation to the budget to the Director and to the Operations sub-Committee or Management Committee as appropriate
- 1.2.3 To provide information to the Director and/or finance agent to assist in the preparation of medium- and long-term projections, the business plan, and the annual accounts
- 1.2.4 To prepare and monitor the rental budget
- 1.2.5 Monthly monitoring of:
 - rental income and income losses
 - cyclical maintenance expenditure against budget
 - planned maintenance expenditure against budget

- 1.2.6 Assist the Finance agent with the provision of income and expenditure for quarterly management accounts
- 1.2.7 Participate in setting KPIs, targets and objectives at organisational level, departmental level and individual level
- 1.2.8 Lead on the annual rent consultation process ensuring that tenants are consulted upon and notified of new rents in line with statutory requirements
- 1.2.9 Work with the corporate services and finance team to comply with the Property Factors Code of Conduct. Also ensure the Written Statement of Services is updated in line with statutory changes and issued to factored owners
- 1.2.10 Participate in and contributing to the Association's organisational reviews and in-house training sessions
- 1.2.11 Maintain and review information systems within your section and maximise the efficiency of such systems.

1.3 Staff management and development

- 1.3.1 Lead on the day-to-day management of the Senior Housing Officer and the Senior Maintenance Officer. Give support and advice to the seniors in the supervision of the respective teams
- 1.3.2 To ensure the seniors and housing management and maintenance staff are conversant with the standards expected of them. Monitor individual and section performance targets, with assistance from the seniors
- 1.3.3 To improve operational services by keeping performance against key indicators under review, and reporting performance to the Management Committee and Operations sub-Committee
- 1.3.4 To maintain morale and motivation within the seniors and the housing management and maintenance teams and ensure that any staffing or personnel difficulties are brought to the attention of the Director
- 1.3.5 To conduct one-to-ones with line managed staff, within agreed timescales, and use these to (i) inform individual training plans and (ii) for health and well-being check-ins. Ensure staff are aware of the available support mechanisms including those aimed at improving mental health
- 1.3.6 To take account of the Association's commitment to being a *family friendly* employer
- 1.3.7 Administer policies in relation to annual leave, flexi, TOIL and sickness
- 1.3.8 Play an active role in recruitment, selection and addressing grievance and/or disciplinary matters
- 1.3.9 To contribute to discussion on the training requirements and budget levels for the seniors and the housing management and maintenance teams; to take responsibility

for the training and development budget for these staff by ensuring spend trackers are updated in a timely fashion

- 1.3.10 To engage with staff on both internal and external training events to gauge the effectiveness of the events and highlight any areas for improvement
- 1.3.11 To establish and maintain an external network of information and support and encourage the seniors and the housing management and maintenance teams to attend forums, training and other events promoting peer contact.

1.4 **Corporate governance**

- 1.4.1 To help promote effective stakeholder engagement by implementing the resident engagement plan to help ensure services are delivered in line with changing residents' needs and circumstances.
- 1.4.2 To contribute towards the Scottish Housing Regulator's regulatory requirements through the Regulatory Framework and specifically the Annual Assurance Statement and the Scottish Social Housing Charter, ensuring appropriate evidence banks.
- 1.4.3 Ensure resident satisfaction information is gathered and monitor the feedback received to ensure appropriate plans are in place to address the outcomes
- 1.4.4 Work with the team upholding the Association's commitment to equality and human rights which is embedded within the organisation including the work of staff, contractors and consultants.
- 1.4.5 In conjunction with the Director, service the Management Committee and attend the Assurance sub-Committee. Ensure timeously, good quality and accurate papers are produced and distributed, allowing the Committee to effectively discharge their duties
- 1.4.6 Overall responsibility for ensuring the Operations sub-Committee is adequately supported and receives full and accurate information in a timeous manner
- 1.4.7 In absence of the Finance Officer/Senior Housing Officer, carry out the daily online banking duties and transferring of funds as required
- 1.4.8 Approve and authorise maintenance and office invoices due for payment, and arrange the release of payments via online banking, in line with the financial procedures and delegated authorities.

1.5 **Other**

- 1.5.1 The duties outlined in sections 3.2 to 3.6 are not exhaustive and may, from time to time, include other tasks related to the responsibilities of the post.



- 1.5.2 The OM will carry out any other reasonable tasks that arise which, in the opinion of the Director and/or the Management Committee, that are considered to be relevant to the responsibilities of the post
- 1.5.3 The Operations Manager will represent the organisation externally as required to do so by the Director

2. General and administrative duties

- 2.1 The following are the key tasks/duties related to the general and administrative elements of the post:
 - a) Comply at all times with the Association's policy on equality and human rights
 - b) Respond to customer complaints in accordance with our Complaints Handling Procedure
 - c) Be responsible for the security and protection of customers' and the Association's information in line with our GDPR policy and general data protection principles
 - d) Observe the highest standards of confidentiality at all times
 - e) Be responsible for the security of the office along with all other staff members
 - f) Participate in training and development, attend conferences, forums and courses
 - g) Maintain a level of knowledge and skills to complete your duties effectively and efficiently
 - h) Carry out any other relevant duties that are appropriate to the post at the request of the Director

3. Review

- 3.1 This job description will be reviewed at the end of the first twelve months. Both the Director and Operations Manager will be involved in the review. It will then move onto a longer review cycle.