

Operations Manager – August 2025 Person Specification



Essential and desirable skills and experience

Essential Criteria
Working knowledge of maintenance standards - tenant health and safety and asset management
Working knowledge of key issues and current good practice within the housing management and welfare reform sectors
Working knowledge and understanding of building and housing regulations, legislation and compliance requirements
Strong leadership skills with the confidence to manage team performance, lead, motivate and empower staff
Experience of budget setting and monitoring, taking remedial action when appropriate
Ability to take a risk-based approach to prioritising conflicting tasks within a busy team
Experience of writing policies, strategies and reports
Excellent communication skills, including public speaking; with the ability to communicate sensitively and effectively to your audience
Well-developed ICT skills with ability to adapt to new ICT systems
Ability to attend regular evening Committee meetings or otherwise work out of hours when required
Desirable Criteria
Experience of servicing a governing body or sub-Committee
Experience of contributing to a senior leadership team in setting the strategic direction and goals
Detailed knowledge of the Government's program of welfare reform and a clear understanding of the risks this poses to the Association
Experience of working collaboratively with external partners and stakeholders to achieve organisational goals
Experience of delivering alternative funding streams e.g. aids and adaptations, tenancy sustainment and energy efficiency
Knowledge of procuring and achieving value for money in contracts
Working knowledge of factoring and best practice
A commitment to continuous professional development