

# Job Title: Assistant Director - Operations

**Role Purpose:** Reporting to the Managing Director you will be accountable for leading the successful delivery of local services to around 23,000 homes ensuring great customer service is achieved. You will define and deliver a working culture which motivates and energises your teams and supports thriving and cohesive neighbourhoods. The resident will be at the heart of the service.

## Key Activity/Success Metrics:

- You will lead on the delivery of a high performing service through large teams in a complex operational environment.
- Through visible inspirational leadership you will create a culture of empowerment and self-awareness. You will be accountable for the design and management of high performing teams who adapt and tailor services in response to local residents needs.
- Through robust analysis and know how, you will identify the strengths and areas to improve within your region and devise outcome-based plans to develop these. This will include being on top of team performance against key performance indicators, setting improvement plans where needed and sharing successes and best practice across the organisation.
- Working in a collaborative way, you will lead decision making amongst peers and be responsible for ensuring teams across different directorates work together in achieving our business aims and ambitions.
- You will embed a culture of continuous performance improvement; creating appropriate mechanisms for monitoring quality (service and data) alongside listening to feedback from customers, colleagues and stakeholders.
- You will lead in delivering exemplary services to our customers across all tenures ensuring they are of a high quality and represent value for money.
- You will be accountable for a large budget and put effective controls in place to achieve budget and efficiency savings. You will deliver services and improvements on time and in budget.
- You'll use your specialist knowledge of legislation, regulatory standards and good practice to inform sound decision making. This will include regularly assessing the effectiveness of your services, alongside taking the lead role for internal audit within your service areas. This includes agreeing the scope, reviewing recommendations, determining management response and implementing agreed actions.
- You will embed the identification, dynamic assessment and management of operational risk within your teams and be responsible for effective controls and mitigations.
- With our Customer Experience and Business Intelligence teams you will utilise data to inform changes that will improve the customer experience and satisfaction.
- You will work closely with the Managing Director to build a strong stakeholder reputation, based on high quality, insightful and timely delivery of change and services

## About you:

- Able to deliver easy, reliable, empathetic service to your internal and external customers, by seeking to understand fully your residents' needs, identifying and working to remove pain points, and always doing what you say you will.
- An experienced senior leader of multi-disciplinary teams, with experience of designing and executing business change with successful outcomes.
- An energetic and inspiring leader, you will have a strong track record of delivering excellent customer service, delivering tangible outcomes for a diverse range of customers.
- Strong track record of taking a proactive, informed risk-taking approach and delivering improvements in service, process and performance in a challenging environment.
- Self-aware, desire to always improve through self-development.
- Able to demonstrate your ability to delegate appropriately and giving authority to teams ensuring the best results for the business and for customers.
- Financially astute with experience of delivering value for money in your budgets and contracts.

- Tenacity, resilience and emotional intelligence to lead through change, operational challenges, removing barriers and blockers and simplifying perceived complexity. With the ability to translate group strategy into operational delivery, you will have experience of co-creating operational plans and managing their delivery.
- Experience of leading and driving culture change with evidence of positive outcomes.
- The ability to adapt verbal and written communication style to meet the need of the audience both in preparation and delivery.
- The ability to build strong relationships through openness, challenge and flexibility.
- Experience of developing customer centred policies and procedures in line with statutory, legal and regulatory requirements.
- A proven ability to manage risk for your service area and the business.

#### **Leadership Responsibilities:**

- As a member of the leadership team, support and enable delivery of the Group Strategy through strategic and operational contribution
- Demonstrate strong leadership skills to help build a diverse and inclusive organisations; ensuring that Equality, Diversity and Inclusion principles are fully embedded in the attraction, recruitment, development and retention of your teams and within the delivery of our services
- Be a confident role model and leader, ensuring you reflect the values of the organisation. Know what it takes to motivate your team and ensure they have the right tools to do the job.
- Empower your teams to develop and grow, leading with trust and showing appreciation.
- Build effective networks internally across the organisation and externally to support delivery of the group strategy and the new localities model.