

Job Title	Director of Operations
Business Area	Executive Management Team
Grade	Executive Management
Responsible to	Chief Executive Officer

JOB DESCRIPTION

How the role fits into the organisation

Accountable for the leadership, direction and management of the Operations Team to ensure corporate goals and external targets are achieved or exceeded. To be accountable for delivery of all operational services to the highest possible standard of service to our tenants and other customers. To develop a customer focused, performance culture in the operations directorate of the company.

By personal example, ensure that Cobalt's values are upheld and demonstrate the appropriate attitudes in all dealings with tenants and the wider public.

Main Responsibilities

To develop and deliver the strategic priorities and plans for asset management and repairs, landlord compliance, neighbourhoods, development and regeneration and customer contact including preparation and control of departmental budgets.

To ensure that the quality of the service given to all customers is the highest possible within the resources available, meeting the requirements of Cobalt Housing, best practice and tenant expectations.

To lead on the Homes and Neighbourhoods Committee. To prepare and present regular reports for the board and any committees, keeping them apprised of departmental performance and procedures, new legislation and policy reviews. To implement the strategic plans and budgets for the Directorate that reflects the objectives and priorities of the Board.

As a member of Cobalt's Executive Team, to participate in the corporate leadership of the organisation.

To ensure compliance with Standing Orders, Financial Regulations, Statutory, Health and Safety and other related regulations including compliance of all contracts.

To develop key criteria for the measurement of service performance, ensuring that appropriate strategies are in place which link to Cobalt's strategic goals.

To ensure Cobalt's Value for Money strategy is implemented seeking efficiencies through improved working practices and challenging supply chains.

To achieve stated / agreed targets and standards for performance, quality, culture and legislative compliance.

To assist in setting a strong set of Performance Indicators with challenging targets in order to achieve the highest level of performance and customer satisfaction. To manage and deliver an effective performance management framework within the team to ensure both team and individual performance targets are established, monitored and managed.

To ensure that the Operational team works collaboratively with other Cobalt teams to deliver effective processes and joint outcomes.

To create a supportive, fair and positive culture within which team members are motivated and can develop and maximise their skills and abilities through mentoring and coaching. To use the Continuous Professional Development (CPD) and One-to-One processes effectively to deliver this. To effectively manage other employee related issues such as sickness and absence, health and safety, grievance and disciplinary, in line with procedures.

To show demonstrable evidence of customer and stakeholder involvement. To work proactively with key partners and stakeholders to create a collaborative approach to delivery.

Our expected behaviours describe how we approach our work and what customers, colleagues and partners should expect of us. We want to be known for the way we do things as much as for what we do. We strive to be a fulfilling and enjoyable organisation to work for and to work with. We know that people who are happy, motivated and enthusiastic will help us provide better services for our tenants and customers

- Working together:** We will work in partnership with others where this provides enhanced benefits and efficiency
- Flexibility:** We will be responsive, adaptable and proactive so we can deal quickly and effectively with a rapidly changing environment
- Customer excellence:** We will always value our customers and offer them outstanding services that meet their different and changing requirements
- Integrity:** We will do what we say we will do, being open and transparent in our dealings with others
- Responsibility:** We will target and invest our resources efficiently and responsibly for the well-being of our customers, our communities and the environment
- Inspiration:** We will empower and inspire our people and our customers, encouraging and supporting creativity, innovation and improvement

Accountabilities within Cobalt	
Values	To adhere to and promote Cobalt values.
Level 4 of the Management Accountability Framework	To take accountability for the performance of the business overall both in delivering current results and shaping the future boundaries of the Cobalt Housing offer to clients and other stakeholders. (See Management Accountability Framework document)
Collaborative Working	To actively work with colleagues across Cobalt sharing good practice and sharing knowledge.
Continuous Improvement	To undertake further training/development as appropriate and to be committed to continuous professional development.
Value for Money	To seek opportunities to improve our business efficiency through identifying cost savings, process improvements or service reviews.
Equality and Diversity	To be responsible for and actively promote Equality and Diversity across all service areas of Cobalt.
Health & Safety	To undertake all duties assigned under the Health & Safety responsibilities, paying particular attention to the responsibility for their own health and safety adhering to the organisation's Health and Safety policies and procedures and relevant legislation.
Risk Management	To understand and contribute towards to the delivery of the Risk Management Strategy. To proactively manage risks within your remit and undertake regular risk assessments.
Other	The above list is not exclusive or exhaustive. Employees are expected to be professional, co-operative and flexible in line with the needs of the post, department and Cobalt. No job description can cover every issue which may arise within the post at various times, and the jobholder is expected to carry out other duties from time to time - this may include evening and weekend work. The post holder is required to undertake such duties as may reasonably be expected within the scope and grading of the post.

Person Specification

PERSONAL ATTRIBUTES REQUIRED BASED ON JOB DESCRIPTION				
Attribute	Description	Essential / Desirable		How to be measured: Application form (A) Interview (I) Test (T)
		E	D	
Experience, Knowledge & Skills	Thorough experience of managing and leading a high-performance Asset Management and Landlord Compliance team.	E		A
	Considerable experience of leading and managing a high-performance Neighbourhood Team.	E		A, I
	Thorough knowledge of housing legislation, management and best practice.	E		A, I
	Experience of asset planning and programming strategies and how to make them work.	E		I
	Experience in conducting commercial negotiations and working in multi-stakeholder environments. Experience of developing best practice tenant participation in a neighbourhood model.	E		I
	Experience in developing and delivering, large, complex development and regeneration projects in urban areas and managing capital and revenue budgets.	E		A, I
	In depth knowledge and understanding of value for money and business efficiencies.	E		A
	Experience of developing strategy, and of successfully leading on the delivery of strategic changes on policy, systems and major projects.	E		A, I
	Able to deliver the operational objectives of Cobalt at pace and within the constraints of the Business Plan.	E		I
	A strong ability to foster sound internal and external relations establishing his/her position of governance.	E		I
	Strong personal organisation skills including ability to manage a diverse and demanding workload within a constantly changing environment.	E		I
	Proven technical ability to diagnose problems and identify solutions and ensure resolution.	E		I
	Qualifications	Recognised degree within a relevant sector subject or equivalent experience.	E	
Formal management training, ideally leading to a qualification (e.g. DMS, MBA).			D	A
Cobalt Values	Working together	E		I
	Flexibility	E		I
	Customer excellence	E		I
	Integrity	E		I
	Responsibility	E		I
	Inspiration	E		I