

Job title:	Operations Manager
Reports to:	Head of Threshold
Location:	Cavendish 249
Corporate behaviours, qualities and Values	<p>All Threshold staff have a responsibility for demonstrating behaviours which are:</p> <ul style="list-style-type: none"> • Manages expectations • Genuinely cares • Values differences • Builds trust and empathy • Enjoys work • Thinks innovatively • Challenges and learns • Makes things happen
Purpose of role	Leading on the strategic approach to operations.
Key accountabilities	<p>Standards Workforce Customers Reputation – protect and promote Safeguarding Budget – income maximisation Testing new projects.</p>
Key relationships (internal and external) Representing the Group/ customer care	<p>Regional and local relationships Landlords Commissioners Stakeholders Development Manager.</p> <p>Conflict resolution Potential for loss of business.</p>

	Potential for new business.
<p>Responsibility for employees</p> <p>Motivation, guidance and line management of staff.</p>	<p>Threshold Living Manager</p> <p>Engagement Services Manager</p> <p>Early Help contract</p> <p>NZF</p>
<p>Summary of tasks/ functions</p> <p>Main job activities</p>	<p>Development of an operational plan which demonstrates how the services will deliver on the Threshold strategy</p> <p>Owner of the KPIs for operational performance.</p> <p>Developing a plan for continuous improvement.</p> <p>Leading on the development and implementation of new delivery models which keep Threshold current and relevant and affordable.</p> <p>Testing new ideas, evaluation of pilots and trials of new ways of working.</p> <p>Testing scale up of new models such as Alliance working. Early Help, Housing First, Critical Time intervention.</p> <p>Ensuring Threshold is compliant with all regulatory and legal requirements.</p> <p>Ensuring Threshold remains current, relevant and competitive.</p> <p>Striving for delighted customers.</p> <p>Driving continuous improvements.</p> <p>Managed risks.</p> <p>NB. This is not an exhaustive list; it is an indication of the nature of tasks to be undertaken</p>
<p>Competencies</p> <p>Knowledge/ skills/ experience</p>	<p>An appropriate qualification and experience such that you can demonstrate transferable skills to meet the demands of the role:</p> <p>Demonstrate that you have expectations of a consistently high quality and performance of Threshold Services within your area of responsibility. An understanding of what an excellent service should look like</p> <p>An understanding of accountability with respect to the role. A sense of urgency about results, performance and standards</p> <p>Demonstrate the skills, commitment and leadership to lead your team to be the best in the sector</p>

	<p>Excellent judgement – always focused on the right things</p> <p>An understanding of rent setting</p> <p>Ability to set performance targets</p> <p>A willingness to identify and ‘own’ problems while remaining positive that we can solve any problem presented to us</p> <p>Ability to take corrective action when monitoring activity shows that performance is declining</p> <p>An ability to manage declining or poor performance</p> <p>An excellent advocate and representative of Threshold values and behaviours.</p>
Financial control	<p>Contribute to budget setting process based on your team/ service delivery plan.</p> <p>Responsible for managing the approved spend as per the delivery plan.</p> <p>Reporting variances and forecasts</p> <p>Delegated financial authority up to £10k</p> <p>Responsible for meeting income maximization targets</p>
Responsibility for non-financial assets	<p>properties, equipment, confidential records, legal documents</p>
Continuous improvement/ innovation	<p>Innovation and imagination are applied in seeking creative approaches to engaging Senior Managers and teams in the organisational vision and values, in motivating team members to strive for excellence in standards such as Housing Management and the customer experience of Threshold services.</p> <p>This role leads on developing and implementing continuous improvement across service delivery.</p> <p>This role leads on finding solutions to complex operational problems within the parameters of organisational policy.</p>
Judgement/ decision making	<p>This post holder is expected to prioritise their own work, interpret policy guidance or advice and, acting under the direction of the Head of Threshold, direct Services Managers and staff in the implementation of systems of work or practices.</p> <p>Most decisions would be restricted or guided by policy, management control, work practices, training, rules, precedent or referral, however, Judgement is a key part of the role. Information has to be assessed and prioritised and acted upon appropriately.</p>
Other	