**Job Description**

<table>
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<tr>
<th><strong>Job Title:</strong></th>
<th>Operations Manager</th>
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<tbody>
<tr>
<td><strong>Section:</strong></td>
<td>Housing &amp; Support Services (O Hanlon House Hostel &amp; Community Properties)</td>
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<td><strong>Reports to:</strong></td>
<td>Head of Housing &amp; Support Services</td>
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<td><strong>Responsible for:</strong></td>
<td>Team Managers</td>
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<tr>
<td><strong>Location:</strong></td>
<td>Oxfordshire – based in Oxford City at O’Hanlon House. You may be required to work in other offices in our services.</td>
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**Main Purpose of Job**

1. To take primary responsibility for the high standard of Operational Management for high quality Housing, Support and Resettlement services across Homeless Oxfordshire.

2. To ensure Team Managers are supported and equipped to ensure staff deliver effective Housing and Support services to all residents and clients in the Hostel and Community Housing Services.

3. To take responsibility for ensuring the Health & Safety and Safeguarding of all clients and staff in Homeless Oxfordshire Services. This includes being involved in the safety and security of our buildings and working closely with the Head of Support Services.

**Principal Accountabilities**

- To lead and manage recruitment and deliver excellent performance management, support and supervision of managers and staff at Homeless Oxfordshire. Including monitoring annual leave and managing sickness and/or other performance related issues according to policies and procedures of Homeless Oxfordshire.
• To Manage the Operations of Housing and Support for Homeless Oxfordshire.

• Manage and support Team Managers effectively to deliver high quality care, support and housing management according to Homeless Oxfordshire policies and procedures.

• To monitor the quality of care, support and housing management processes by performing regular quality assurance checks of services. Overseeing the management and achievement of agreed performance targets, organisational targets and objectives.
  o Ensure that all contractual obligations and management agreement standards are met.
  o Ensure that there is full compliance with the commissioning requirements and the Charity’s policies & procedures.
  o Ensuring that service provision, requirements and expectations are known to all staff.
  o Monitoring performance indicators and standards of service.
  o Provide support, advice and guidance to staff as appropriate.

• Report to the Head of Housing and Support Services any safeguarding concerns without delay in line with procedures.

• To ensure the smooth running of all services including overseeing the management of rota’s and to be on the on call rota.

• Ensure that IT systems are updated as required and concise record keeping is completed promptly.

• Take responsibility for the operation of financial processes including debt recovery and manage budgets.

• Ensure policies and procedures are kept up to date and provide training and advice on policies, procedures and good practice to staff and ensure compliance.

• Maintain positive relationships with clients, relatives, carers, professionals, commissioners, contractors and the local community.

• Lead the continuous improvement in client satisfaction and feedback to the Head of Housing and Support Services.

• To oversee the management of complaints and suggestions.

• To oversee the management of Client Participation within Homeless Oxfordshire.
Oxfordshire.

- Ensure services collate outcome data and that this is available for the Fundraising team in their work which is integral to our impact recording.

- To stay abreast of relevant legislation for housing support and care as well as changes for business and charity.

- To ensure that Homeless Oxfordshire’s Equal Opportunities Policies are complied with and promoted in carrying out duties of the post.

- To represent Homeless Oxfordshire at strategic and interagency meetings as required by the Head of Housing and Support Services.

- To take part in the Homeless Oxfordshire out of hours rota.

- To undertake any other duties that can be reasonably required to meet the operational needs of Homeless Oxfordshire Ltd.

- The work of Homeless Oxfordshire requires a commitment to work across the whole organisation with other services and departments as appropriate.

**Person Specification – Operations Manager**

We require the post holder to be able to demonstrate in their application that they have the knowledge, experience, skills and abilities to be an effective Operations Manager.

We will be looking for evidence of the following during the selection process and if you are shortlisted.

**ESSENTIAL CRITERIA**

Experience of:

- Leading and managing the operations of multiple complex services.
- Leading a team and providing high quality and effective management.
- Working strategically across different sectors
- Working with homeless people or clients with mental health, drug or alcohol problems
- Managing a budget and overseeing financial/recording systems
- Working with Commissioners and contract management
- Providing a broad range of monitoring information and impact reports
• A good understanding housing law, housing management procedures including; housing agreements, rents and charges and eviction processes.

Knowledge
• Knowledge of voluntary and statutory services available to homeless people and/or vulnerable adults.
• Knowledge of the political and social context of work with single homeless people.
• Knowledge of and commitment to policies to prevent discrimination and harassment on the grounds of gender, race, age, sexuality or beliefs
• Knowledge of and experience of quality HR processes
• A good understanding and knowledge of housing law, housing management procedures including; housing agreements, rents and charges and eviction processes.

Skills and Abilities
• Ability to lead and inspire a team and to make quick and effective decisions
• Strong ability to communicate with wide variety of people
• Proactive approach to problem solving
• Firm belief in benefits of service user involvement
• Open attitude to change, and ability to facilitate, enable and encourage the engagement of others in the change process
• Excellent verbal and written interpersonal skills.
• Ability to develop and implement systems, policies and procedures
• Ability to prioritise a heavy workload.
• Ability to motivate and influence staff to work to their full capabilities and provide effective supervision.
• Commitment to the values and objectives of Homeless Oxfordshire Ltd.

DESIRABLE CRITERIA
• Qualification or strong experience in a related field, eg: social work, management, housing, counselling, advice work, mental health.
• Experience of managing supported housing projects and hostels.
## Core Competencies for SENIOR MANAGERS

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<tr>
<th>Descriptor</th>
<th>Details</th>
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<tr>
<td><strong>Adaptability and Personal Responsibility</strong></td>
<td>Modifies own style and approach in order to achieve goals and effectiveness. Is responsive and adaptable to change; energetic, positive and resilient in seeing things through.</td>
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<td><strong>Client and Stakeholder Focus</strong></td>
<td>Focused on the views and needs of clients and other stakeholders. Ensures that individual focus is at the core of service provision.</td>
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<tr>
<td><strong>Managing Relationships and Team Working</strong></td>
<td>Develops and maintains positive relationships with a variety of people. Networks internally and externally for the benefit of HOMELESS OXFORDSHIRE and its services. Displays self-awareness and integrity in all relationships.</td>
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<tr>
<td><strong>Application of Knowledge, Managing Systems and Problem Solving</strong></td>
<td>Proactively identifies problems, seeking relevant data, recognising important information and diagnosing possible causes. Applies own knowledge and skills appropriately to contribute to effectiveness of HOMELESS OXFORDSHIRE operations, processes and systems.</td>
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<tr>
<td><strong>Self Awareness and Personal Development</strong></td>
<td>Open and committed to continuous development, ability to apply new information and learn from experiences. Shares knowledge and learning with others and recognises own strengths and areas for development</td>
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<td><strong>Respect for All</strong></td>
<td>Understands and works within HOMELESS OXFORDSHIRE’s commitment to equality and diversity. Respects and values the diversity of colleagues, clients and wider operational environment. Demonstrates commitment to enhancing and developing HOMELESS OXFORDSHIRE services in line with principles of equality and diversity.</td>
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<tr>
<td><strong>Leadership, Management &amp; Coaching</strong></td>
<td>Leads, inspires and engages others to own and deliver on HOMELESS OXFORDSHIRE’s vision and goals. Sets a strong example for other staff to follow. Establishes and communicates clear performance goals, standards and expectations at all levels. Identifies and produces reliable factual evidence of progress against these. Gives regular feedback, coaches and supports others to develop to their</td>
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<td>Role</td>
<td>Description</td>
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<tr>
<td>Organisational Awareness</td>
<td>Applies market, commercial and financial understanding to identify and develop new business opportunities for HOMELESS OXFORDSHIRE. Demonstrates detailed awareness and understanding of operating environment and drives HOMELESS OXFORDSHIRE’s ability to meet challenges.</td>
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<tr>
<td>Planning, Implementing and Driving Strategy</td>
<td>Delivery and development of organisation is linked to sound understanding of broader environmental factors and HOMELESS OXFORDSHIRE’s strategic goals. Anticipates and influences future demands, opportunities and constraints and develops and drives appropriate plans to meet these.</td>
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<tr>
<td>Leading Change</td>
<td>Influences and drives change to deliver optimum results. Appropriately responds to and effectively leads and engages others through change.</td>
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**Safeguarding Statement**

Homeless Oxfordshire is committed to safeguarding all vulnerable adults, children and young people that come into contact with our services. We believe that all vulnerable adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount.

We will take every reasonable step to ensure that vulnerable adults, children and young people are protected where our staff and other colleagues are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

We expect everyone (staff, board, associates, volunteers and anyone working on behalf of the Company) to have read, understood and adhere to this policy and related procedures.
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<th>Health and Safety Statement</th>
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Under the Health & Safety at Work Act you have to ensure the Health & Safety of yourself and others who may be affected by what you do or fail to do. This includes colleagues, clients, public and contractors. The Act applies to all work activities and premises and everyone at work has responsibilities under it. You must co-operate with any work place Risk Assessments and draw any perceived problems to the attention of your line manager.

In addition to the general obligations of all employees under the Health & Safety at Work Act, you have a duty to undertake periodical review and Risk Assessments of your operational areas as it affects staff, clients, public and contractors.

The Risk Assessment includes all aspects of your responsibilities as covered by legislation. These Risk Assessments will be recorded and identified problems dealt within appropriate time scales. Records to be maintained of all work undertaken which is a requirement of Health & Safety Law.

*This job description accurately reflects the requirements of the job at the time of writing but may be subject to change from time to time to meet the changing needs of Homeless Oxfordshire.*