

Job Description

Job title	Operations Manager – Property Services
Profession	Property Maintenance & Technical Assurance
Band	D
Directorate	CCO (Customer)
Accountable to	Locality Manager – Property Services

Job Purpose:

The role will be responsible for leading the delivery of proactive property maintenance and improvement services across various workstreams. Champion SNG values and work alongside colleagues to achieve our priorities and create a customer focused culture.

The role is responsible for maintaining high quality data within the property systems. Work with other Locality teams and related Customer functions to deliver the workstreams to an agreed area and set of standards which will need collaboration and cooperation between all teams. The focus will be on the teams being customer facing and able to make the right decisions at the right time to ensure customers' needs are addressed in an efficient and timely manner.

The role will need to work closely with colleagues to maximise resource sharing both with other teams in the Locality and in other Localities.

The role will be accountable for delivery of customer centric, high quality, value for money property maintenance and improvement workstreams. The delivery will be through a mixture of an inhouse workforce, sub-contractors, main contractors and may also use external consultants to assist. The role will need to ensure that all works are undertaken in a competent and safe manner with our customers and the centre of everything we do and ensure that SNG meets its commitments, monitors its performance and evidences its delivery relating to all its regulatory and legislative obligations. Ensure all elements are managed and controlled within agreed budgets.

Financial responsibility: circa £ 4million+ per annum (accountable for budget setting, forecasting and management across locality/s with a property activity)

People responsibility: circa 6+ Direct reports, 30+ Indirect reports

Autonomy:

Within the broad direction set by the Locality Manager – Property Services, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done. Responsible for keeping our customer service promise, operational and financial goals, and maximising regulatory, legislative and industry best practice compliance.

Key Accountabilities:

Financial

- Accountable for and manage budgets, setting appropriate targets, forecasting month on month out-turn, and engage with 'deep-dive' reviews to articulate variances and actions to be taken to mitigate variances from forecast.

- Deliver workstreams to agreed performance and financial standards and targets, ensuring customer satisfaction, cost effectiveness and value for money.
- Ensure all resource services, including suppliers, are effectively deployed to maximise productivity and customer benefit.
- Devolvement of budgets to key service delivery colleagues

Customer / Stakeholder management

- Establish and maintain effectiveness by developing working relationships with customers and all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.
- Review stakeholder management plans and engage with key stakeholders and partnering agencies.

Operational Performance

- Lead on operational elements of property service delivery across your locality both residential and non-residential portfolio including but not limited to repairs, planned, empty homes and cyclical maintenance services.
- Work collaboratively with other Locality teams and across the broader CCO teams to deliver customer targets both for your area and the wider locality targets.
- Deliver solutions to improve customer service and efficiency of delivery whilst ensuring procedures are followed and compliance and regulatory standards are met.
- Help shape and develop our approach to Customer, with a focus on a proactive data led approach.
- Ensure that our assets are maintained and improved to protect their core value and to meet the needs and expectations of current and future residents.
- Ensure a detailed local knowledge of customer, asset and investment needs is fully embedded and maintained across delivery teams.
- Collaboratively set and monitor challenging targets for your workstreams that meet agreed performance, service and financial standards ensuring customer satisfaction, cost effectiveness and value for money.
- Ensure effective practice is in place so that all services fully comply with H&S legislation, regulatory and governing requirements.
- Engage and work with residents and groups to develop co-created services as required.
- Contribute to the overall performance of SNG through proactive participation in the CCO directorate.
- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Deputise for the Locality Manager – Property Services where necessary.

Leadership

- Manage the Operations team with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.

- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the Operations team provide professional, reliable, and responsive services to the business.
- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.
- Be visible and present as a manager within the team, demonstrating professionalism and confidence, always holding self and others to account.
- Demonstrate commitment and energy to the team to motivate and inspire the achievement of results.

General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Sound knowledge and demonstrable experience of working in a repairs environment withing a property management environment.
- Experience of managing a customer focused property maintenance and improvement teams in a large and complex organisation.
- Demonstratable knowledge of programme development and performance improvement in a customer focussed environment.
- Ability to plan, track and forecast both delivery of and expenditure against relevant budgets, to deliver a value for money service whilst taking actions to mitigate any risks.
- Ability to operate with commercial acumen.
- Able to analyse business information and formulate metrics that deliver permanent or consolidated progress.
- Ability to inspire, support and develop others to optimise their performance.

- Know how to create honest communication and inclusive relationships to ensure people are motivated and feel they own and are accountable for their work.
- Track record of meeting deadlines and working effectively with others in a complex and dynamic environment.
- Strong people skills, effective communicator with ability to influence and challenge.
- Knowledge of relevant health, safety and environmental legislation with focus on compliance within all activities undertaken by the teams.
- Ability to communicate responsibilities to data users and assure the proper use of data.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.
- Evidence of excellent customer service achievements in a delivery environment.
- Ability to validate, impact assess, and to escalate data issues as required.

Desirable

- Extensive experience of delivering a repairs, maintenance service or planned investment programmes within the social housing sector.
- Relevant qualifications for working in the construction sector including NEBOSH, or specific technical skills.
- Membership of a recognised professional body e.g. CIOB, RICS, etc.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0		Darren Mealings / Simon Carter	05/10/2022	
2.0	4835	Rebranded / Richard Ward	05/2025	