

Job Description

Job title	Operations Support Team Manager
Profession	Business Administration & Support
Band	E
Directorate	CCO (Customer)
Accountable to	Technical Services Operations Director – London and Herts / Operations Support Manager

Job Purpose:

Through inspirational and visible leadership, the role will lead the Operational Support team and have ownership of all aspects of support required for the area of the business including scheduling, administration and compliance co-ordination. Responsible for the coordination of all customer appointments for planned, responsive and compliance through to completion ensuring regulatory obligations are met and customer experience is optimised. Delivery across the SNG stock profile is effective, consistent, and compliant by following established processes and procedures, while also monitoring Tenants Satisfaction Measures (TSM) data, and contributing to evolving operational workstreams within the department.

Financial responsibility: No financial responsibility

People responsibility: circa 6 - 12 direct reports

Autonomy:

Within the broad direction set by the Operations Support Manager, the role will provide direction, leadership and delivery of the Operational Support team, combined with the delivery of both our operational and financial goals.

Key Accountabilities:

- Lead on case management for all Awaab's Law cases, ensuring timely responses and full compliance with legislative requirements.
- Monitor and maintain accurate TSM data, monitoring reports and identifying trends or areas for improvement.
- Assist in monitoring quality and performance standards, raising process issues and helping to implement improvements.
- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Deliver innovative solutions enabling SNG to accomplish their goals and corporate objectives.
- Work collaboratively with senior leaders and their teams.
- Build a partnering relationship based on trust and transparency with field stakeholders.
- Developing continuous improvement strategies that optimise efficiency of the operation.

- Manage performance against an agreed performance targets to ensure the best outcome for our customers.
- Provide constructive challenge to current processes, provide solutions and improvements to ensure that processes are consistent across all centre-led services.
- Introduce processes, models, governance and reporting that enable proactive intervention and risk management.
- Act as the subject matter expert to the business.
- Ensure compliance processes and procedures are being followed accurately and ensuring a high level of understanding throughout the teams. Ensure all compliance programmes are monitored and delivered, and data is accurately updated and monitored for compliance reporting.
- Ensure compliance and consistency in delivery to support budget delivery.
- Ensure appropriate monitoring of expenditure and compliance.
- Support delivery of improvement programmes and projects to agreed performance, customer and financial standards.
- Establish and maintain effectiveness by developing working relationships with all stakeholders, whilst observing SNG's policies, procedures, and ways of working.
- Develop great relationships and take the lead in proactively engaging and overseeing relationships with key stakeholders.
- Use data to help drive continuous improvements to existing processes and systems.
- Provide data-driven solutions to key stakeholders informing the decision-making process for your business area.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance team for consideration and/or investigation.

Leadership

- Manage the Operations Support 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 Support 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 leader 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

- Ability to inspire, support and develop others to optimise their performance.
- Significant experience of operating within a large fast paced service environment handling a blended operation of both planned, reactive and compliance service demand.
- Knowledge and application of customer management systems.
- Experience in improving productivity performance and enhancing processes.
- Ability to propose creative solutions that drive continuous improvement.
- Evidence of excellent customer service achievements in a complex delivery environment.
- Know how to create honest communication and inclusive relationships to ensure people are motivated and feel they own and are accountable for their work.
- Excellent communication and interpersonal skills.
- Ability to interpret and use complex data and create insightful reporting support business performance and regulatory compliance.
- Excellent stakeholder management skills with demonstrable ability to engage and influence others to deliver the best outcomes.
- 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 within the Customer Data domain.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.

Desirable

- Ability to validate, impact assess and to escalate data issues as required.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).

- High level of knowledge and understanding in relation to compliance activities and the process and procedures that must be followed in line with an organisation’s management plans and delivery procedures.

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	4840	Rebranded / Laura Jones	16/04/2025	
2.0	4840	Rachel Matthews	22/05/2026	