



Ipswich Borough Council Job Description: J25

Operations Manager - Tenancy Services

Main Purpose of Job

To lead, manage and be accountable for the operational area, reporting directly to the Head of Housing Services.

Main Duties

1. To develop, coordinate, implement and review the annual Operational Plan for the Service, incorporating the Council's risk management procedures.
2. To lead and develop operational area employees using delegated powers authorised by the Head of Service. To manage and supervise employees in accordance with Human Resources policies and procedures and management competencies including a positive duty to promote diversity and equal opportunities.
3. To be responsible and accountable for the operational areas budget/s including monitoring and reporting and the preparation of estimates as required by the Head of Service and in accordance with the Council's financial procedures.
4. To identify, coordinate and promote new and innovative opportunities to develop the service for the future including alternative methods of service delivery, external funding and partnership working.
5. Contribute to the development and implementation of corporate projects and policies.

Main Duties Operational

1. Formulate, organise, co-ordinate and carry out the effective operational management of the service area, including neighbourhood management teams, community caretaker scheme and estate and tenancy management functions including tenant support and dealing with anti-social behaviour.
2. Provide effective performance management to all direct reports and their teams to ensure excellent service delivery across all areas of responsibility.
3. Primary responsibility for financial control of assigned cost centres in assigned areas of Tenancy Services.
4. Advising the Head of Housing Services on appropriate performance targets and ensuring accurate and timely monitoring information is produced.

5. Co-ordinate the effective management of specific functions, aspects of Housing work including corporate projects, e.g.: crime & disorder; community development, best value, supported housing, race issues, information technology, garages, rent collection etc.
6. Identify and report to the Head of Housing Services issues and projects requiring capital resource input. Facilitate maximum utilisation of all borrowing approvals, funding opportunities and identification of options for any supplementary approvals, new financial initiatives.
7. To attend area forums as appropriate and to assist in all aspects of tenant and resident involvement.
8. To supervise capital projects and project staff as required.
9. To be responsible for Continuous Professional Development (CPD) in own specialist/ professional area in order to remain abreast of new developments, local and national issues, case law and relevant legislation, also maintaining comprehensive CPD records.
10. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.