



**Core Operations
Manager
Recruitment Pack**

April 2016



April 2016

Dear Applicant

Core Operations Manager Recruitment - How to Apply

Thank you for your interest in this position. Enclosed within this pack is information that will assist you in completing your application.

To apply please can you:

- Provide an up-to-date CV which shows your full career history with any breaks explained – we recommend that this is no longer than three pages;
- Write a supporting statement detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this should be a maximum of three pages;
- Complete the compliance and equal opportunities monitoring form; and indicate if you cannot attend any of the interview dates.

Applications can only be considered if all the documentation is completed. Please note that it is not mandatory to complete all sections of the monitoring form. This information is requested in line with our commitment to equality and diversity and will be used for internal monitoring purposes only, and will not affect your application.

Once complete please send your application, preferably in MS Word format, by email to recruitment@crownsimmons.org.uk or by post to:

Core Operations Manager Recruitment
Crown Simmons Housing
1st Floor, Aissela
46 High Street
Esher, Surrey
KT10 9QY

The deadline for applications is 12 noon Tuesday 19 April 2016.

Due to postal unreliability we recommend that you email your application to avoid missing the deadline. We will acknowledge your application within 2 working days of receipt.

Should you be shortlisted, interviews will be held during week commencing 25 April 2016.

If you have any questions, or would like to discuss the role, please contact Emma Solomons, Customer Services Director on 01372 461 455.

Yours faithfully,

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Governance & HR Officer

CONTENTS

	Page
Welcome letter from the Customer Services Director	5
About Crown Simmons Housing	6
Job Description & Person Specification	8
<i>Terms and conditions</i>	12



April 2016

Dear Applicant

Core Operations Manager Recruitment

Thank you for your interest in our Association. Crown Simmons Housing was formed on 1st August 2014 following the merger of Rosemary Simmons Memorial Housing Association and Crown Housing Association. We are a small, not-for-profit housing association based in Esher, Surrey and have approximately 800 mixed-tenure homes in management and development across Surrey, Sussex and south west London.

We want a very special person to help us become great at this exciting time for our organisation as we look to further extend our range of services and develop more good quality and affordable homes. As part of realising our ambitions we are looking to recruit for a permanent vacancy for a Core Operations Manager to join our Customer Services Team who are committed to providing excellent service to all our customers.

As part of the Customer Services Team you will oversee the management of operations at Crown Simmons and be responsible for the co-ordination of the end to end process of all contact with our customers and other stakeholders. We want you to inspire your team to achieve more than they ever thought possible. We have ambitious plans and the role of Core Operations Manager is vital in ensuring that the day to day transactional operations of the business run smoothly with our customers, suppliers and contractors.

Enclosed within this pack is information about Crown Simmons Housing, our history and our current activities.

You will also be able to get more information about our work, including the ability to download our 2015 annual report, from our website www.crownsimmons.org.uk

Many thanks for your interest in Crown Simmons. We look forward to receiving your application.

Yours faithfully,

A handwritten signature in black ink that reads "E Solomons". The signature is written in a cursive, flowing style.

Emma Solomons
Customer Services Director

About Crown Simmons

Crown Simmons Housing was formed by the merger of Rosemary Simmons Memorial Housing Association and Crown Housing Association on 1 August 2014.

Crown Simmons Housing is the Trading Name for Rosemary Simmons Memorial Housing Association which is a charitable industrial and provident society registered under the Co-operative & Community Benefits Societies Act 2014 (Soc no.IP15355R) and registered as a housing association by the Homes and Communities Agency (no.LH1026).

We own and manage approximately 800 properties across parts of Surrey, London and the South coast. A key driver for the merger was to offer enhanced services for residents, including a specialist team for older peoples' housing, as well as the capacity to develop and acquire around 150 new homes over the next 5 years.



We have a voluntary Board of Management which meets at least five times a year. There are two of committees which meet to consider issues in more detail: Governance & Remuneration and Audit & Risk.



In recent years we have been successful in receiving funding from the Government, via the Homes & Communities Agency, as well as from our local authority partners, to build a number of new homes.

We supplemented grant funding with private borrowing and self-funding from our reserves and completed 53 new homes between 2012 and 2014 in Thames Ditton, Esher, Byfleet,

Guildford and Egham.

We are members of the Wayfarer development consortium which comprises a number of large and small housing associations based in the South East. Wayfarer acts as the conduit for our development funding from the Government.

Where are our properties?

Crown Simmons manages properties in the boroughs of Elmbridge, Guildford, Runnymede, Kingston-upon-Thames, Islington, Sutton and Greenwich. FHT has properties in the Brighton & Hove, Worthing, Woking and Adur. We also manage sheltered housing for a charity in Barnes and general need housing for another charity in Weybridge.

Most new residents are referred to us by local authorities, but we also hold a waiting list for sheltered housing applicants.

How many staff?

Crown Simmons employs 20 staff, the majority are based in our Esher office and some at our seven sheltered housing schemes. Our Leadership Team comprises a Customer Services Director and Finance & Resources Director reporting to the Chief Executive. We are a small organisation and work very closely together.

Our Mission

To develop a range of homes and services for the benefit of lower to middle income people who are unable to access housing through the normal market process

Our Vision

To be a top performer amongst housing associations in our area of operation with a strong reputation for innovation, delivery, value for money and excellent services for customers

In September 2014 the Board approved a Corporate Plan to develop a framework for the work of Crown Simmons Housing through to 2016; it will be reviewed this year.

The process for putting the plan together involves staff and the board setting the vision for what we want to achieve. To help us realise our vision we identified the following overall objectives:

- Delivering excellent services
- Financial viability & efficiency
- Achieving growth in homes & services
- Investing in homes through active asset management
- Becoming a stronger organisation (governance and people objectives)



Our Values

We believe that our values can be summarised as follows:

Innovation
Delivery
Customer Focus
Value for Money
Collaboration

JOB DESCRIPTION			
POSITION	Core Operations Manager	LOCATION	Esher
TEAM	Customer Services	LAST UPDATED	February 2016
REPORTING TO	Customer Services Director (dotted line to Head of Finance for financial transactions)	DIRECT REPORTS	3 x Operations Officers

PURPOSE OF ROLE	<p>To oversee the management of operations at Crown Simmons and be responsible for the co-ordination of the end to end process of all contact with our customers and other stakeholders.</p> <p>This is a vital role in ensuring that the day-to-day transactional operations of the business run smoothly – with customers, our suppliers and contractors.</p>
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KEY ACCOUNTABILITIES
<p>Customer Focus</p> <ol style="list-style-type: none"> 1. To be responsible for the management of all customer and supplier contact and transactions and all administration support within Crown Simmons Housing. 2. To manage all team resources at an operational level and making sure that resources are available in the right place at the right time. 3. To work with Housing, Property Services and Finance teams to deliver a seamless service to all customers. 4. To work cross functionally with all teams to deliver compliance in all areas of the service. <p>Performance</p> <ol style="list-style-type: none"> 5. To be responsible for the collation of all operational KPI's and the production of reports to be viewed by Board and Leadership Team around operational statistics, risk and strategic planning. 6. To be responsible for monitoring customer satisfaction and developing a strategy to ensure that high levels of customer satisfaction are achieved. <p>Strategy</p> <ol style="list-style-type: none"> 7. To lead on the customer contact strategy. 8. To be responsible for assessing operational requirements around staff training and IT

systems and working with other departments to develop plans and improvements.

9. To be responsible for the Lessons Learned process.
10. To be responsible for the successful conclusion of all customer complaints, and use learning points to develop staff and improve the service.

Financial Transactions

11. Ownership of all budgets relating to operational activity and maintain sensible and realistic projections of financial requirements.
12. Report back to Head of Finance and Customer Services Director regarding financial performance on a monthly basis and offer explanation of variances to budget as required.
13. Control of all purchase order management with regard to relevant financial commitment from suppliers.
14. Control and forward planning for any liabilities that may arise as a result of tenancy / ownership changes concerning individual properties or schemes.
15. Control office petty cash.
16. Oversee rent reviews in conjunction with Head of Finance.
17. Monitor contracts for value for money and undertake supplier renegotiation.

Facilities Management

18. Co-ordinate facilities management for all of the Association's offices and remote sites. Liaise and be the main point of contact for the Managing Agents, cleaners, maintenance company etc. in relation to the offices at 46 High Street.
19. Co-ordinate health and safety management for all offices and remote sites.
20. Act as the point of contact for the Association's outsourced Telephony and IT support providers, ensuring that support is provided in accordance with the Service Level Agreements.

Other

21. Carrying out projects as directed by Leadership Team.

GENERAL OBLIGATIONS

1. To ensure that maximum use is made of IT systems, supporting the development of information systems to enhance the service provided.
2. To ensure that Crown Simmons' Equality and Diversity policy is fully implemented at all times, demonstrating commitment to equality and diversity strategies and policies.
3. To take responsibility for own personal development and update knowledge and skills to perform the role at an effective level.
4. Undertake such training as is deemed necessary to improve personal performance and knowledge.
5. To maintain confidentiality of information and files in accordance with Crown Simmons' policy.
6. Carry out duties and responsibilities in accordance with the corporate Health's Health & Safety Policy and relevant Health & Safety Legislation.
7. Perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
8. Ensure that duties are undertaken with regard and compliance with the Data Protection Act and other legislation.

PERSON SPECIFICATION

POSITION	Core Operations Manager	LOCATION	Esher
TEAM	Customer Services	LAST UPDATED	February 2016

QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications	English (good standard) Knowledge of IT business software such as Microsoft Office, Word & Excel Literate and numerate to a good standard to GCSE, O Level or equivalent	Educated to A Level standard or equivalent
Experience, Knowledge and Understanding	Experience of managing and supporting staff working in a service related environment Experience of setting objectives and monitoring performance for individual staff and on a team basis Experience of leading and managing change Excellent understanding of customer care issues and experience of improving and developing services in line with customer needs Knowledge of finance systems	
Job related skills	Excellent verbal and written communication skills Excellent IT skills Ability to work with minimum supervision Ability to lead others and give clear directions Ability to delegate tasks effectively Ability to carry out complex instructions Ability to analyse data and produce written reports Ability to use own initiative Ability to work within a team Excellent organisational & analytical skills	

	<p>Ability to work with minimum supervision</p> <p>Ability to cope in pressurised/stressful situations</p> <p>Excellent IT skills</p> <p>Ability to act with tact and diplomacy</p> <p>Ability to deal with confidential matters</p> <p>Ability to prioritise and work to tight deadlines</p> <p>Ability to maintain a diary</p> <p>Ability to keep accurate records</p>	
Personal Skills/Qualities	<p>Friendly and approachable</p> <p>Reliable and trustworthy</p> <p>Awareness and application of health and safety issues</p> <p>Ability to attend meetings and events sometimes outside of normal office hours</p> <p>Work in line with the Crown Simmons' competency framework and embrace our core values:</p> <ul style="list-style-type: none"> • Customer Focus • Innovation • Delivery • Collaboration • Value for Money 	

**Summary of Main Terms & Conditions**

Post:	Core Operations Manager
Contract Term:	Permanent
Location:	Esher, Surrey
Salary:	£40,594 per annum (April 2016 pay award pending)
Hours:	35 hours per week - 9am to 5pm
Holidays:	25 days from April-March plus bank holidays. Additional 1 day leave entitlement after 5 and 10 years' service. The offices will also normally be closed for the 3 days between Christmas and New Year periods. This is subject to service requirements and will be reviewed annually.
Sickness:	Statutory sick pay during probationary period. Full pay for up to 13 weeks in any year. Up to further 13 weeks half pay in exceptional circumstances.
Probationary period:	6 months
Notice period:	2 months upon satisfactory completion of probationary period
Other benefits:	Defined Contribution Pension Scheme administered by SHPS Childcare voucher scheme Employee Assistance Programme Learning and Development opportunities