

Operations Manager – December 2024 Person Specification



Essential and desirable skills and experience

Essential Criteria
A degree/relevant professional qualification in an appropriate discipline or ability to demonstrate an appropriate level of transferrable skills and/or experience.
Proven track record in a leadership or line management role in an RSL (or similar) environment
Working knowledge and understanding of housing and building regulations, policy and legislation
Detailed knowledge of the Government's program of welfare reform and a clear understanding of the risks this poses to the Association
Experience of successful partnership working to achieve organisational goals
Experience in managing staff performance and continuous improvement
Experience of budget setting, monitoring/reporting on performance against budget, and where appropriate, taking remedial action
Experience of writing policies, strategies and reports
Ability to demonstrate initiative and flexibility in managing diverse workloads and projects
Excellent verbal and written communication skills, including public speaking to a range of audiences; the ability to communicate sensitively and effectively with people of all ages/genders/diverse backgrounds/disabilities
Ability to deal with difficult situations openly and constructively, looking for solutions rather than obstacles
Highly developed ICT skills, including working with Microsoft applications.
Ability to attend Committee meetings, which are usually evening meetings held on a regular basis and occasional weekend meetings.
Desirable Criteria
Experience of servicing a governing body or sub-Committee
Experience of delivering other funding roles streams such as wider role
Knowledge of housing quality standards and energy efficiency measures
Experience of contributing to a senior leadership team by setting strategic goals and objectives
Experience of SDM housing software system