

# Job Description



<b>Job Title:</b> Operations Manager	<b>Service Area:</b> Repairs Contact Centre	
<b>Directorate:</b> Inclusive Economy and Housing	<b>Post Number:</b> TBC	<b>Evaluation Number:</b> 7201
<b>Grade:</b> P04	<b>Date last updated:</b> February 2024	

## **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

## **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

## **Overall Purpose of Job**

1. To have line management responsibility for all functions of the Repairs Contact Centre.
2. To establish and implement effective working arrangements & practices to ensure a consistent level of service delivery. You will be responsible for monitoring service performance and deploying resources to deal with peak demands.
3. To ensure the ethos of 'right first time' exists within customer services.
4. To use management information, including resident feedback to target aspects of service improvement.
5. To be an active member of the service management team, to work collaboratively with colleagues and external stakeholders to achieve our service plans and priorities.
6. To report to and work closely with the Head of Service in the delivery of continual service delivery improvement throughout the Repairs Contact Centre and Resident Experience

## **Job Context**

The post holder reports to Head of Service for Resident Involvement & Participation.

1. The post holder is directly line managed by the Head of Resident Involvement and Participation
2. The post holder has line management responsibility for 2 team leaders in the Repairs Contact Centre.
3. The post holder will ensure that high quality customer services are delivered in order to achieve organisational objectives and targets.
4. The post holder will be required to support the Head of Service with monitoring budgets relevant to their service
5. The post holder may be required to travel and work some evenings, weekends and occasional public holidays in order to meet service requirements.

## **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To lead, inspire, motivate and enthuse any direct reports, taking responsibility for planning, prioritising and co-ordinating their work ensuring that excellent resident services are provided.
2. To implement and manage actions put in place are in place to achieve agreed targets through a variety of initiatives
3. To take responsibility for ensuring that the team are kept informed and briefed on all matters which affect the service and service delivery and to ensure their understanding of the subject and the context within which they work.
4. To understand and maintain high-level standard of end-to-end resident interactions and to ensure appropriate levels of understanding throughout the designated service.
5. To develop the team through regular team meetings and individual development sessions and to inform and brief the team on matters which affect

the quality of the service they deliver and their understanding of the wider context within which they work.

6. Provide expert advice and support in resident customer service when staff require support
7. Ensuring the operation of the team is in line with council policy, vision, aims and values.
8. To operate and oversee all information technology applications and other systems to provide information, advice and support for residents.
9. To ensure staff have received sufficient training on the systems required to carry out the role i.e. Service Connect, NEC, Ring Central
10. To arrange training for staff on new systems introduced to the service and ensuring staff are performing adequately in their role.
11. To manage working relationship with the other departments and agencies such as the Repairs and Maintenance Service (RMS)
12. Ensure that service delivery aligns with corporate priorities and housing strategies.
13. Continuously measure, monitor and review customer service processes and where necessary implement changes to improve the consistency, quality and efficiency of services provided within the Repairs Contact Centre
14. Have good knowledge and use a wide range of ICT applications, to store, retrieve, manipulate, transmit and receive information electronically. These Include; Outlook; Word; Excel (including pivot tables) and PowerPoint.
15. To uphold all of the Council's policies, procedures and legislation, particularly in relation to equalities and diversity.
16. To apply the corporate customer complaints procedure where applicable and to be proactive in dealing with resident complaints in order to resolve the issue wherever possible, in a timely and professional manner.
17. To deliver financial data on a regular basis as required.
18. Maintain excellent customer service in all areas of work and ensure all correspondence is presented in a professional manner.
19. Be tactful and have respect for the need for confidentiality in relation to personal, confidential and sensitive issues to all parties concerned.
20. Participate in training and development activities in order to maintain or enhance own competence within the role.

21. Maintain an up to date knowledge of local and national policy, legislation and best practise affecting resident and housing management services and its impact on the services delivered.
22. Implement and monitor Health and Safety policy and practice to make sure staff and residents enjoy a safe environment.
23. Act as a key holder, and carry out associated tasks as necessary.
24. Manage the risks within the service area.
25. Maintain service databases.
26. Represent and promote the service at a range of levels including at meetings with councillors, residents, colleagues and external organisations.

#### Personal Specification

<b>Job Title:</b>	<b>Service Area:</b>	
Operations Manager	Repairs Contact Centre	
<b>Directorate:</b>	<b>Post Number:</b>	<b>Evaluation Number:</b>
Inclusive Economy and Housing	TBC	
<b>Grade:</b>	<b>Date last updated:</b>	
P04	February 2024	

#### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p><b>EQUALITY AND DIVERSITY</b> We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p><b>PROTECTING OUR STAFF AND SERVICES</b> Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p><b>KNOWLEDGE:</b></p> <p>Knowledge of housing management.</p> <p>Knowledge of customer service and conflict</p> <p>Knowledge of excellent resident experience tools and approaches.</p> <p>Knowledge of management concepts, practices and principles.</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p>
<p><b>EXPERIENCE:</b></p> <p>Management experience in a housing related field.</p> <p>Experience of producing management information to deliver continual improvement in front line services</p> <p>Understanding of managing budgets</p> <p>Experience of engaging with and influencing key stakeholders.</p> <p>Experience of using technology and/or digital software's for service delivery</p> <p>Personal experience of directly managing a customer-focused front-</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p>

<p>line service, in the public, private or voluntary sector.</p> <p>Experience of operating effective performance management systems that improve standards of service delivery and customer satisfaction</p> <p>Experience of effectively dealing with staff performance and conduct issues.</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>An understanding of organisational goals and the ability to translate these into effective service delivery and business innovation at a senior level.</p> <p>Able to demonstrate a clear understanding of financial requirements, ensuring that services are cost-effective and provided within budget, maximising savings where possible.</p> <p>Ability to communicate effectively orally and in writing with a diverse audience, including customers, colleagues, managers, members and partners.</p> <p>Ability to plan, manage and monitor the work of a team to achieve targets and deadlines within the context of conflicting priorities, working flexibly to achieve this.</p> <p>Able to analyse complex issues and problems, make decisions and recommendations and support others to find positive solutions.</p> <p>Able to develop good working relationships with colleagues in order to</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p>

<p>develop the service to deliver successful outcomes.</p> <p>Ability to make effective interventions and sound judgements.</p> <p>Ability to make high level decisions in the absence of the line manager.</p> <p>Ability to efficiently and effectively deploy resources.</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Commitment to achieving equal opportunities in both employment and service delivery.</p> <p>Willingness to make well informed decisions.</p> <p>Commitment to delivering an effective, improving and high quality service.</p> <p>Understanding of different learning styles.</p> <p>Effective interpersonal skills with excellent communication ability.</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Ability to travel and work outside standard times</p>	<p>Satisfactory clearance at conditional offer stage</p>