

JOB DESCRIPTION

Job Title:	Executive Director of Operations
Service / Department:	Executive Management Team (EMT)
Reports To:	Chief Executive Officer
Responsible For:	Head of Supported Housing Head of Housing and Customer Services Head of Asset Management Partnership manager
DBS Check:	Enhanced with Adult and Child

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Executive Director of Operations will be actively participating within Salvation Army Homes executive leadership team, to create and deliver our vision through strategic leadership, the productive use of resources and generating maximum value. Supporting our service delivery so we achieve our mission of Safe homes. Transforming lives. by providing solutions to homelessness and enabling customers to develop their own potential.

Taking executive lead across the following key workstreams: Supported Housing, General Needs Housing, Customer Services and Asset Management.

Main Duties and Responsibilities:

Leadership

- Corporate responsibility as part of the executive management team for providing strategic leadership, developing corporate strategy and effective support and challenge to the EMT.
- Executive responsibility for excellence in service delivery within the specific areas of responsibility attached to this role.
- Chair and lead (sponsor) on specific ad-hoc projects.
- Participate in the development and implementation of a corporate framework and empowerment through delegation to create leaders in the senior management team.
- Demonstrate inspirational leadership behaviours that support transformation, ensuring colleagues throughout Salvation Army Homes develop their potential and live the values of the organisation.
- Maintain a high level of external focus being aware of innovations and opportunities that can support, and risks that can challenge, the delivery of strategic objectives.
- Develop and sustain excellent relationships with the Board, The Salvation Army and with other key external stakeholders.
- Report to the Board and Committees on all activities related to the specific areas of responsibility and provide expert advice as appropriate.
- Participate in an EMT rota to deputise for the Chief Executive as required.

Strategy focus

- Fully contribute to the development and successful implementation of Salvation Army Homes' corporate strategy, business and financial plans.
- Provide leadership and direction to all functional strategies and plans within the specific areas of responsibility for this role.

- Shape the services Salvation Army Homes provides in response to identified needs of customers, stakeholders and other opportunities.
- Ensure effective consultation, participation and or negotiation both internally and/or externally when developing strategies and initiatives within the specific areas of responsibility.

Management and development

- Set and achieve standards of service delivery within the specific areas of responsibility that are necessary to achieve Salvation Army Homes corporate and business plans.
- Provide clear leadership, direction and delegated responsibilities for all employees within the specific area of responsibility.
- Lead on initiatives to deliver business improvements, driving sustained performance and introducing cross functional working where appropriate within Salvation Army Homes.
- Develop and deliver successful budgets and for the effective management of allocated budgets within the specific area of responsibility in accordance with Salvation Army Homes' governance.
- Ensure all assets and resources, including people within the specific areas of responsibility are used efficiently and effectively, providing accountability, leadership and value for money in all areas of service provision.

Values and behaviours

- Ensure all work is aligned to the mission and values of Salvation Army Homes to enable delivery and measurement of 'Transforming lives' through social purpose and other appropriate metrics.
- To promote Salvation Army Homes values and behaviours across the workplace, ensuring service delivery and personal/employee perspectives fully align with the behaviours needed to fulfil the mission and values.
- Participate in essential training, role related training and to work in accordance with relevant policies including for example Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through own language, conduct and behaviour.

Key areas of business responsibility

- **Housing and Customer Service:**
Overall responsibility for delivery of housing management services to general needs and older persons services, rent collection team, customer service team and customer engagement.
- **Supported Housing:**
Overall responsibility for all supported housing and agency managed services. Management of all property leases and liaison with third parties.
- **Asset management:**
Overall responsibility for responsive repairs, M&E servicing. Delivery of major works investment programme and cyclical works. Property Health and Safety compliance and data management.
- **Partnership working**

Develop strategic and operational relationships with the parent company; The Salvation Army.

- Regulatory and legal compliance

Ensuring all regulatory and legal compliance in the areas of responsibility including regulatory inspections, Ofsted regulations, Health and Safety compliance including building and fire safety legislation.

PERSON SPECIFICATION

Qualifications and Memberships:

- Educated to degree level or relevant senior management experience equivalent to this.
- Relevant professional qualification e.g. CIH, RICS.
- Evidence of commitment to continuous personal and professional development.

Aptitudes and Abilities:

- Developed understanding of the sector, political agenda, and regulatory landscape for social housing providers.
- Proven leadership and capacity to provide generic and professional leadership in each of the specific areas of responsibility for this role.
- Management style that exemplifies Salvation Army Homes values and behaviours.
- Sound knowledge of relevant legislation, regulation, and governance requirements.

Experience and Interests:

- Specific experience of successfully leading the operations function, including housing, support, asset management (including Health & Safety compliance) and safeguarding.
- Proven capacity to work with and deliver expert advice at Board level and other stakeholders.
- Senior managerial experience relevant to the sector.

Personal Qualities:

- Credible, tenacious, resilient, and flexible
- Self-motivated with time, energy, and drive
- Has personal confidence and humility.
- Able to act with integrity, transparency, and empathy, leading by example.
- A champion for equality, diversity, and inclusion.
- Comfortable participating in meetings and events where prayers will be said.
- Committed to embedding a reflective, learning, and responsive culture.
- Ability to work outside normal working hours in accordance with the needs of the business, including occasional attendance at evening and weekend meetings.

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?