



Operations Director
Recruitment Information Pack
January 2018



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1. Message from John Delahunty, Chief Executive

Dear Applicant

Firstly, thank you for your expression of interest. This is an exciting opportunity to join Innisfree and play a key role in making a real difference to our current and prospective tenants as well as the wider Irish community in London.

We are extremely proud of our Irish roots and we make this relevant to the needs of Londoners today. Established in 1985 to meet the housing and support needs of the Irish communities in London, Innisfree provides 550 homes mainly in the London Boroughs of Brent, Camden and Haringey. Whilst more than 60% of our tenants are Irish, we do serve all Londoners. With our own history meaning we understand the experience of being a migrant from another place, we are passionate about providing a friendly and welcoming environment to all our tenants. We are speaking up for new migrant communities and are developing projects to help support their housing needs.

We are active in the network of BME Housing organisations, both nationally and in London, and also have a very strong set of connections with other Irish community, advice, welfare and cultural organisations around the UK and in Ireland. We reach out beyond our housing role in the Irish community, providing social and wellbeing connections, including our Men's Shed project, partly funded by the Irish Government.

We have a strong Board who are ambitious for us to do more of what we were set up to do and who are very supportive of our efforts to develop new homes. You would be joining a settled Executive Team, as both I and Eddie O'Riordan, our Finance Director, have been in post five years. We are a financially sound organisation and have good operational performance.

I am looking for an Operations Director who will feel as invested in this organisation as I do. For me, part of the satisfaction of working in this organisation is being close enough to tenants to know the difference we are making to their lives, but also having opportunities to do new and innovative work and for us to generate strategic influence.

If you would like an informal discussion about the role or have any questions, please do not hesitate to contact Karen Cooper either by mobile: 07932 745540 or by email:

kcconsulting@btinternet.com

All applications must be submitted via email c/o KC Consulting at kcconsulting@btinternet.com by 10am on Monday 19th February 2018

We look forward to receiving your application.

Yours sincerely

John

John Delahunty,
Chief Executive

2. About Innisfree

Our History

Innisfree was established in 1985 on the back of the campaigning zeal of a small group of people who were driven to do something about the poor health and housing conditions of the local Irish community in Brent.

From the management of short-life housing in one borough, Innisfree has grown and now owns 550 homes, mainly in North & West London. We provide family homes, a very successful scheme for Irish Elders and supported housing for vulnerable single people. Over 60% of our tenants are Irish. The Irish roots of the organisation are also reflected in the make-up of the staff team, the Board of Management and its committees as we seek to represent the communities we serve.

Innisfree is proud of its Irish roots and of our experience and expertise in working with migrant communities to reduce the sense of isolation that often comes with migration. Our future is in continuing to serve the Irish in London – our core group – whilst welcoming residents with other backgrounds and life experiences.

Our Office

Innisfree is located in the heart of West Hampstead, a few minutes walk from West Hampstead stations, serviced by the Overground, Thameslink service and jubilee line.

3. Our Vision, Mission, Values and Objectives

Vision

As a leading Irish charity, we see the residents and communities for whom we provide homes and services enjoying healthy and fulfilling lives, involved in the wider community whilst keeping a positive sense of their particular identity.

Mission

Our mission is to provide housing for people and support them so that they can play an active part in their community. We speak up for the people we serve, including those who are new to their neighbourhood, drawing on the experiences of and celebrating our Irish roots.

Values

In all that we do, be inspired by our Irish roots and show passion for our work. In particular our values are:

Customer Focused

- Committed to delivering high standards of service
- Sensitive to our customers' needs

- Open to new groups who would benefit from our experience

Trusted

- Do the right things, at the right time, in the right way
- Look after our resources wisely
- Be open and fair in all dealings
- Learn from our experiences
- Encourage and act upon challenge from customers, staff and stakeholders

Inclusive

- Accessible and responsive to all those seeking our support
- Take a leadership role in promoting diversity
- Support a high performing, diverse workforce

Strategic objectives

These objectives guide our work:

Delivering for our communities

- Offer highly personalised housing services
- Shape the places we work
- Act as an advocate for our communities

Growing the organisation

- Build new homes of high quality, meeting the need of the communities we serve
- Acquire and manage more homes
- Provide new homes of different types

Making the best use of our resources

- Invest in our current homes to improve the standard of residents' homes and to protect our assets
- Support the Innisfree team to be a highly effective resource, helping to deliver our mission
- Strive to ensure we get greatest value from all our resources



4. Job description / Person specification

Responsible to: Chief Executive

Responsible for: Maintenance Contracts Manager, Housing Officers X 4, Income Management Officer and Scheme Manager

1. Overview of the Role and Responsibilities

- 1.1 Innisfree is committed to providing responsive, consistent and high quality services to tenants, and to meeting their expectations of the services they receive, as far as possible. The Association equally wishes to achieve and maintain standards of service that meet the expectations of external stakeholders and are comparable with the best performing housing associations, having regard to the resources available. The Operations Director has primary responsibility for delivering these.
- 1.2 The Operations Director leads for the association on strategic and operational asset and housing management matters. The Operations Director is responsible for managing the association's asset management and maintenance services, both planned and reactive. They are also responsible for the direction and overview of all housing management services, both general needs and supported housing, and the line management and leadership of the Maintenance Contracts Manager and the Housing Team. The Operations Director contributes to Innisfree's strategic planning and development as a member of the Senior Management Team, and is a key decision maker who works closely with the Chief Executive and the Board.
- 1.3 Set out below is a summary of the key responsibilities of this post. This list is not intended to be comprehensive in all areas, but is rather to highlight main issues and targets.

2. Summary of Duties

2.1 Housing Management and Support

- 2.1.1 Overall responsibility for the strategic direction and vision for housing and support services and for ensuring high quality service outcomes, working in partnership with tenants, staff, the Board and key stakeholders.
- 2.1.2 Oversee the responsive repairs service as well as managing the delivery of planned and cyclical works and ensure that these meet Innisfree's quality standards within agreed budgets.
- 2.1.3 Manage, motivate and support a team of managers and housing staff ensuring that they provide an effective and efficient housing management service as well as collaborating with contractors and external partners.
- 2.1.4 Ensure that corporate and departmental service delivery and financial targets are met and to produce performance management and budgetary information on a regular basis as part of a continuous improvement programme.

- 2.1.5 Work alongside the Chief Executive to explore and confirm other service delivery opportunities to obtain new revenue streams and 'added value' collaborative working opportunities.
- 2.1.6 Ensure high levels of communication and information flow between staff and customers.
- 2.1.7 To be responsible for the recruitment, management, work-planning, appraisal, training and development of line-managed staff.
- 2.1.8 To lead the Association's tenant involvement work.

2.2 Information and Reporting

- 2.2.1 Responsible for analysing and utilising of the Associations data to further the services and support provided by the Association and for ensuring that the Chief Executive has data and relevant reports needed to support and service the Board and committees and working parties of the Association.
- 2.2.2 Responsible for collating, evaluating and reporting the performance indicators and targets for housing management services.
- 2.2.3 To liaise on all relevant matters with the Association's regulator, local authorities, and other funders and partners, statutory and voluntary agencies.
- 2.2.4 To ensure that relevant returns and grant applications are completed on time and to quality standards.

2.3 Asset Management and Maintenance

- 2.3.1 Responsible for defining and gaining agreement to the asset management strategy for the Association's property maintenance services, and for managing some (but not exclusively) of the following areas:
 - (a) Setting the strategy for responsive day to day and out of hours emergency repairs;
 - (b) Asset management strategy including stock condition surveys, maintaining and updating a comprehensive record of the Associations Property stock covering age, location, attributes and condition and complying with the requirements of NROSH;
 - (c) Responsible for monitoring and controlling the Association's approved list of suppliers, contractors and professional advisers.
- 2.3.2 To report to the Board and Committees as required on maintenance policies and performance.
- 2.3.3 Prepare and effectively manage all maintenance budgets.

2.4 Compliance with legal and regulatory requirements

- 2.4.1. To ensure that the Association fulfils all its legal and statutory obligations in relation to:
 - (a) Ensuring that the health, safety and well-being of all its residents is enhanced, and is not endangered, by the housing provided.

- (b) Maintaining the structures and fabric of its housing stock as a capital asset.
- (c) That the Decent Homes Standard is achieved and maintained across the Association's housing stock.
- (d) Provide an efficient and effective policy and procedural framework for the Associations' asset management and repairs and maintenance operations.

2.4.2 To co-ordinate the Association's participation in local authority housing strategy and housing association fora, in liaison with the Chief Executive, and to attend such meetings as required.

2.5 General

2.5.1 To contribute to the overall planning, strategic direction and the review of the Association's work as a member of the Management Team.

2.5.2 To undertake all duties set out in the Core Responsibilities (see Annex attached).

2.5.3 To undertake all other tasks appropriate to the post as directed by the Chief Executive.

Person Specification

Skills:

- Ability to develop and maintain constructive relationships with key internal and external stakeholders.
- Effective communicator with excellent interpersonal and relationship building skills.
- Ability to manage organisational and cultural change.
- Effective and enabling manager with the ability to develop staff to maximise potential and drive up personal performance.
- Strong skills in financial management.
- Ability to analyse complex situations and able to make decisions and implement them.
- Ability to understand, identify and respond to the needs of customers.
- Commitment to delivering excellence in customer service.
- Understanding of, and commitment to, reducing the isolation for migrant communities
- Flexible availability with the ability to attend meetings/events at evenings and weekends as required.
- Good IT literacy.

Knowledge and experience:

- An experienced senior manager within social housing, preferably with the experience of delivering both asset and housing management functions.
- Demonstrable strategic capability and proven experience influencing the overall direction of the organisation.
- A track record of building, leading, motivating and inspiring multi-disciplinary teams committed to the vision and values of the organisation in a high pressured environment.
- Evidence of a participative approach, involving customers to support service delivery.

- Experience of responding positively within an environment of change and demonstrable ability to initiate change and service improvements.

Competencies:

- Communication.
- Customer Focus.
- Developing others.
- Influencing.
- Innovation.
- Organisational awareness.
- Taking ownership.
- Team leadership.

5. Terms and conditions of employment

Salary:	circa £60k (negotiable for the right person)
Pension:	Innisfree operates a 4% non contributory pension scheme which employees are eligible to join after successful completion of the probationary period.
Holiday entitlement:	You are entitled to 26 days holiday each holiday year (plus an extra day for each year's service up to a maximum of five extra days). In addition you are entitled to take the usual public and bank holidays in England and Wales. You will be paid your normal remuneration during such holidays.
Working hours:	Innisfree operates a flexi-time policy. Staff are generally expected to work a 35 hour week, subject to the conditions in the flexi-time agreement. Owing to the seniority of this post, there is a requirement for flexibility in meeting the full responsibilities of the post.
Location:	Your normal place of work will be our office at 190 Iverson Road London NW6 2HL, but given the seniority of the role, travel across all our operating areas is expected.
Probationary period:	Six months
Notice period:	12 weeks

6. Job advert

Operations Director

Circa £60k plus benefits

Office Location – West Hampstead, London

Can you help us develop our friendly and welcoming service?

Are you good at seeing the big picture as well as enjoying being at the heart of operational services? We are looking for someone who can help us to deliver excellent housing and asset management services with our hallmark approach of being friendly and welcoming.

Innisfree is an ambitious housing association with a bright future. Originally set up to meet the needs of the Irish communities in London and still proud of those roots, Innisfree now works with all Londoners. Our Board are encouraging us to do more of what we were set up to do – provide affordable homes for people and support them so that they can play an active part in their community. Based on our own migrant experiences, we are particularly looking to support new migrant communities.

We are committed to making a lasting difference to the individuals and communities we work with and we are looking for an Operations Director who shares our values and who will be able to meet the challenges of the current operating environment.

This post is a great opportunity to join our Leadership team and share in influencing our whole organisation to change people's lives. We believe we punch above our weight and we want an Operations Director who can do the same and make a real difference to Innisfree, our tenants and communities.

To download the recruitment pack please visit

<http://www.innisfree.org.uk/about-us/careers>

If you would like an informal discussion about the role or have any questions please do not hesitate to contact Karen Cooper either by mobile: 07932 745540 or by email: kcconsulting@btinternet.com

CLOSING DATE: 10am Monday 19th February 2018.

*All applications must be submitted to Karen Cooper, KC Consulting
at kcconsulting@btinternet.com*

7. How to apply

Only formal applications using the prescribed form will be accepted.

Please submit your CV **and** a supporting statement, ensuring that you provide information in respect of all of the following key areas:

CV (max 3 pages):

1. Contact details
2. Qualifications/Education
3. Employment history (explaining any gaps)
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement (max 4 pages):

5. Experience / knowledge / skills - in relation to the person specification
6. Reasons for applying

CVs alone will not be accepted.

We ask that applications are in minimum font size 12 and **no more than 7 pages** in total.

All applications must be submitted by email to *Karen Cooper* at
kcconsulting@btinternet.com

Completed applications must be received **by 10am Monday 19th February 2018**

8. The selection process

A. Job advert – Week commencing 15th January 2018

B. Deadline for application submission –19th February 2018

Applications must be received by 10am 19th February 2018

Applicants may be phoned to discuss their CV by Karen Cooper of KC Consulting during this week. Candidates who are longlisted at this stage will be invited to a first interview; invites will be sent by email by Sunday the 25th at the latest.

C. First interview – Friday 2nd March 2018

This first informal interview will be with the Chief Executive, John Delahunty, and Karen Cooper of KC Consulting.

D. Final Interview – Friday 9th March 2018

If successful at the first interview, short listed candidates will be invited to attend a formal interview, including a presentation.

Final selection

The recruitment panel will make a final decision informed by the interviews and presentation. If undecided following the formal interview, the panel may invite one or more candidates back for a further interviews/testing.

9. Structure Chart

