

## **Job Profile**

**Job Title: Operations Manager**

**Job Grade: Level 5, Zone 1**

**Salary Range: £53,857 to £61,470**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. As an Operations Manager within the Private Sector Housing service, you will play a key role in helping us make a private rented sector that works in Camden.

### **About the role**

The role sits within the Private Sector Housing Service. The aim of the role is the delivery of a responsive, outcome focused and cost-effective service with direct responsibility for delivering and improving Camden's houses in multiple occupation licensing schemes within the private rented sector. You will lead on business intelligence, performance monitoring and analysis of data to drive service improvements and business planning.

You will be responsible for managing, developing and delivering specific and cross-service projects, policy, research on areas of expertise and/or functional activity relevant to private sector housing. The postholder will manage and develop officer within their team, collating training and development needs towards the service's training and development plan.

Example outcomes or objectives that this role will deliver:

- The post holder will be self-motivated and be committed to lead, manage and drive improvement and taking personal accountability for ensuring the delivery of an effective service across the council and the borough.
- Lead on customer focus for the service by challenging service delivery and ensuring lessons are learnt and incorporated through complaints received.
- Lead on the coordination of cross cutting team functions, ensuring that service decisions in response to requests for service comply with relevant legislation, policies and guidance.
- Co-ordinating high level / complex casework which may require working with Legal Services and attendance at First Tier Tribunals.
- Provide sound and professional support and advice to officers, Members and stakeholders in relation to Private Sector Housing issues.
- Keep abreast of all relevant new and draft legislation, advice and other developments relevant to the post.
- Responsibility for ensuring the timely response to Member and MP enquiries received by the service
- Prepare and present reports on the work of the team to the Private Sector Housing Service manager, Members and relevant Council bodies, ensuring that relevant officers and Departments are consulted and that comments are incorporated, and decisions are implemented within identified timescales.
- Continuous strategic evaluation of the service, including contributing towards the production of an effective service business plan jointly with the Private Sector Housing Service manager.

- Responsible for the budget management of relevant cost centres and associated budgets. Working with the service manager to provide financial reports.
- The postholder will be innovative in their approach, able to drive change in a positive way, and have a clear understanding of the challenges faced by tenants within the private rented sector.
- Attend relevant strategic steering groups, meetings and partnership forums as and when required.

#### **About you**

- Essential: hold a BSc/MSc or Diploma in Environmental Health and be EHRB registered as an Environmental Health Practitioner.
- Ability to take responsibility for a defined service area or outcome and to deliver it in a high-quality effective manner.
- Experience of managing a team of professional officers in their development and performance to deliver service objectives.
- Have a good knowledge/understanding of the legislative framework in relation to Private Sector Housing and experience in its application to casework. in order to:
  - Lead on Identification and delivery of innovative improvements in service delivery.
  - Prepare and write clear reports and documentation relevant to legislation.
  - Effectively monitor and prepare reports on the effectiveness of teams.
- Ability to analyse business data to inform strategic decision-making and resource deployment to achieve service and Camden objectives.
- A high degree of political awareness, including experience of working with publicly elected representatives.
- Experience of working collaboratively with elected members, senior managers and internal/external stakeholders to identify innovative and creative approaches to service objectives.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Proven ability to identify and deliver major service improvements and adapt plans in response to change.
- Demonstrate excellence in customer care and understanding of the role of local government in supporting residents and businesses to access high quality services.
- Demonstrate diagnostic complex problem solving skills.
- Demonstrate your involvement in managing, organising and coordinating cross-service projects, and identify how this has led to a successful outcome.
- Demonstrate ability to lead on management of data on a management information system, including retrieval and preparation of data for government and/or local performance reports.
- Have excellent IT skills including manipulation of data using Microsoft Excel and/or other suitable software for data analysis.
- Experience of and ability to manage sensitive intelligence and information securely.
- Experience or understanding of budget management and income maximisation.

You may also have:

- A recognised Management qualification

#### **Work Environment:**

- Whilst the service is primarily based at our office in 5 Pancras Square, N1C 4AG, Camden operates a hybrid approach whereby the post holder may be required to work both in the office and from home as determined by service requirements.

- The post holder will be expected to work independently and will be seen to apply sound judgement and a commitment to delivering excellence and a high-quality service to community of Camden.
- The post holder is required to work in a busy and demanding office environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.
- All employees are expected to observe the Council's Health and Safety Policy and safety legislation whilst carrying out the specific duties and responsibilities of their post.

#### **People Management Responsibilities:**

The post holder will provide line management to 11 staff within the Enforcement team. The post holder may also be required to provide line management support for apprentices and non-permanent staff.

#### **Relationships:**

Reports to the Private Sector Housing Service manager for which you will provide cover and/or deputise for as required. Working with other Operation Managers and Principal Officers to ensure a coordinated service delivery and build relationships with colleagues.

This role will be expected to identify, build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise, which support the delivery of outcomes and meet the services priorities. Key contacts are likely to include:

- Private sector tenants and landlords
- Cabinet Members and ward councillors
- Contact Camden
- Directorates and services across the Council; specifically Legal Services, Housing Needs
- Government Departments and other Local Authorities, especially the Department for Levelling Up, Housing and Communities and Greater London Authority
- Third sector groups (e.g. Camden Federation of Private Tenants, Shelter)
- Government agencies
- Local and national businesses / business representatives
- Police, London Fire Brigade

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

#### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,