

Job Profile Information: Operations Manager

This supplementary information for Operations Manager is for guidance for Job Family: Environmental, Job Level 5 Zone 1

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Ensure the delivery of a responsive, outcome focused and cost effective service with direct responsibility for delivering and improving Camden's Private Sector Housing Team.

Lead on business intelligence, performance monitoring and analysis of data to drive service improvements and business planning.

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.
- 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.
- Provide cross cutting, unbiased overview across all service functions.
- Manage and develop officers within the service. Collate training needs ensuring they contribute towards the teams training plan and align with the business plan.
- Work with Principal Officers to ensure that procedures are simplified and updated including statutory or regulatory requirements.
- Exercise budget management responsibility of relevant cost centres and associated budgets effectively, working with the Private Sector Housing manager to provide financial reports.
- 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.
- Lead on developing and maintaining a vision for quality and continuous service delivery improvements and associated culture with a strong focus on customer service and outcomes.
- 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 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 manager.
- Lead on the identification, design and delivery of projects that improve the services response to reducing risks and impact of non-compliance with legislation on the community.
- Providing advice and assistance to residents and businesses.
- Provide cover and/or deputise for the Private Sector Housing manager as required.

People Management Responsibilities:

The post holder will provide line management to 4 staff within the Controlled Migration bid project. 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 team manager. Work with 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 Ministry of Housing, Communities and Local Government and Greater London Authority
- Government agencies
- Local and national businesses / business representatives
- Police

Work Environment:

- Based in our offices at 5 Pancras Square with the occasional need to attend external meetings. The post will be required to attend evening meetings, or other out of hours events on occasion for which reasonable notice will usually be given.
- The post holder will be expected to work independently and with minimal supervision, 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 own work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

Technical Knowledge and Experience:

- Desirable: hold a recognised Management qualification
- 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 internal and external partners 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.
- The role will be based in an “enabled and empowered team” focussed service where all officers are expected to work as “one team” to assist in the development of a culture where knowledge and experience is shared and responsibility for making decisions on complex issues is shared, where appropriate.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

Private Sector Housing Team Structure

