



## **Operations Director**

**Permanent contract**

**Salary Band £59,000 to £72,800**

**35 hours per week (Flexible Working Hours to suit child care and school hours will be considered)**

### **About EPIC:**

Empowering People Inspiring Communities provides people with decent homes at below market rents. We are in the middle of a rapid expansion, adding to our stock of 1,183 homes through acquiring homes in Stoke, Newcastle-under-Lyme and Staffordshire Moorlands. As a registered charity we are driven by our values around fairness, respect, understanding, integrity and teamwork. We are committed to the highest standards of customer service and ensuring that our homes are warm, well maintained and of high quality. As well as adding to our stock, we are modernising our methods of working and are currently implementing a state of the art ICT suite.

Our way of doing things has made us a success; and our secure financial platform is helping us to become one of the fastest growing housing associations in the area. If appointed, you will be joining a group of talented, enthusiastic staff who are continually learning and developing personally and professionally. We are totally committed to staff development and this includes academic and vocational training and education. We plan to acquire over 200 properties in the next four years and commence a programme of new build homes too. We want to help our tenants into owner-occupation, wherever possible, and are trailblazing the new Rent To Buy scheme in the area. We are proud to have recently received our V1/G1 rating by the Regulator of Social housing, highlighting our standing within the regulatory environment is equally as outstanding as that with our tenants.

### **About the role:**

Working closely with the Chief Executive, you will be part of the Senior Management Team, responsible for the Operations Department. The Operations Department is responsible for the delivery of all customer service and the maintenance of our physical assets.

You will ensure that the Operations Department has a strategy, policy and procedural environment designed to fulfil the objectives within the Business Plan. You will also develop the strategic direction of the organisation's growth programme, with responsibility for sourcing grant funding, managing key stakeholder and community relationships and performance management.

You will identify our future markets and customer segments for our existing and new product offerings, and will ensure that our services maximise the advantages offered by information and communication technologies. You will achieve excellence in customer service and asset maintenance.

### **Who we're looking for:**

Systematic, meticulous and thorough in your approach, you will also have a flair for creativity and you will excel in project management with the energy and ambition to support the delivery of key operational and corporate projects. You will be confident in your approach to the role, and be knowledgeable in all areas of social housing. You will

hold a relevant professional qualification and be willing to pursue further study to develop within the role.

The ideal candidate will be proactive and work to the highest standards. A thorough understanding of the legal and regulatory requirements and practices associated with social housing is essential. Candidates will have experience of working in a busy environment balancing conflicting priorities. You will be able to develop, implement and monitor strategies, putting your findings into written reports to the Chief Executive and Board with clear recommendations for improvements. You will have excellent presentation skills to deliver these recommendations.

Candidates will be expected to be flexible in their approach to work, as you will be expected to attend Board and Committee meetings, usually held outside normal office hours.

Candidates will be proficient with all MS Office packages and have the ability to learn and operate bespoke packages.

A driving licence and use of your own vehicle is advantageous for site visits.

EPIC is committed to safeguarding and promoting the welfare of all and expects employees to share this commitment. Background checks and a Disclosure Barring Service (DBS) will form a part of the selection process.

**What you will get in return:**

We have just completed an in-depth review of our employment offer and have made some exciting changes to our reward package. Our package currently includes:

- Competitive salaries which will reflect your skills, abilities and experience.
- 30 days annual leave per year, with the ability to purchase an additional 10 days per year in addition to the statutory holidays.
- Flexible working arrangements including a Flexi time policy which enables our staff to strike a positive work life balance and to accrue and take up to 6 flexi leave days during a year.
- Pension scheme and enhanced sick pay policy.
- Access to professional and personal development both in-house and via external routes.

**How to Apply:**

Please forward your CV along with a Supporting Statement detailing your experience to date, career aspirations and how you could make a positive contribution to our organisation. These should be emailed to Len Gibbs, Chief Executive at [recruitment@epichousing.co.uk](mailto:recruitment@epichousing.co.uk). You may also contact Len for an informal conversation regarding the roles or for more guidance about the Supporting Statement.

**Closing date: Friday 22<sup>nd</sup> March 2019.**

**Assessment Centre and formal Interview: Week Commencing: 8<sup>th</sup> April 2019**

**Final Interviews: Week Commencing: 15<sup>th</sup> April 2019**