

Job Profile

Job Title	Operations Manager		
Job Reference No.	HOMEJD490	Date of issue:	April 2026

The job in a **nutshell...**

You are accountable for the performance, compliance and culture of housing and support services across a large geographic area, supporting customers in supported, rented and leasehold homes. You set clear direction and provide assurance that services operate safely and within regulatory and legal frameworks, managing risk before it impacts customers or the organisation. By leading managers and holding them to clear expectations, you ensure delivery of core objectives and sustained alignment with Home Group's strategy and business plan. Success is reflected in our Tenant Satisfaction Measure scores and Customer Promise outcomes.

What **success** will look like...

Customers across supported, rented and leasehold homes receive reliable, high-quality services because performance across the region is well controlled. Standards are met consistently, complaints and escalations reduce, and customer feedback shows confidence in how services are run. Issues are identified early and addressed at the right level, protecting customer outcomes and service continuity

Services are safe, compliant and ready for inspection at any time. Regulatory and contractual requirements are embedded across teams, with clear assurance, accurate data and confident responses to scrutiny. Risks are anticipated and managed early, avoiding unexpected compliance failures or last-minute fixes.

Performance is clear and visible across teams and services. Managers understand how their services are doing and where they need to focus. Targets are met in a way that feels sustainable, with quality, safety and colleague wellbeing protected. Improvement is planned and paced, so progress holds even when pressure increases.

Managers lead with confidence and consistency because they are supported, challenged and held to account. Performance conversations are routine and constructive, underperformance is addressed early, and capability is strengthened through development. Teams are clear on priorities and ownership, reducing the need for escalation.

Resources are used responsibly and effectively. Financial performance is closely overseen, budgets remain on track and cost pressures are understood and managed. Decisions balance

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immediate service needs with longer-term sustainability, ensuring value for money in both stable and changing environments.

Stakeholders have confidence in how services are delivered. Commissioners, partners and regulators experience clear accountability and consistent engagement. Internally, teams work to aligned priorities, reducing delay and duplication and improving outcomes for customers.

Incidents and high-risk situations are handled calmly and effectively. Oversight and escalation routes are clear, responses are coordinated, learning is applied and repeat issues are reduced. Customers, colleagues and stakeholders are kept informed and reassured, maintaining confidence in how services are run.

A positive, inclusive and accountable culture is evident across services. Leadership is consistent and values-led, colleagues feel clear about expectations, and change is managed well. Engagement remains strong, absence and turnover are well managed, and services remain resilient under pressure.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We have a win - win mentality. • Think holistically; who else will this decision impact and what are the benefits for them? • Be positive and solutions focused • Take ownership of joint issues and see them through to resolution	Housing qualification and professional knowledge • Level 4 Certificate in Housing or willing to achieve upon joining us within an agreed timeframe, supported by the organisation • Experience of working within regulated housing and support services, with a strong understanding of statutory and regulatory requirements across supported, rented and leasehold homes
We get where our customers are in their lives. • Understand how your role makes a difference to our customers. • Advocate for our customers regardless of who they are and amplify their voices. • Listening to customers to understand their needs	Performance and compliance oversight • Experience of managing service performance across multiple teams and service types • Experience of providing assurance that services remain safe, compliant and read for inspection • Understanding of contractual requirements and how these translate into day-to-day service performance

We are great influencers. • Understand our strategy and customers and able to articulate the benefits of change. • Build rapport and develop relationships • Know how to get the best out of those you work with • Adapt your style to meet the needs of others	Financial and resource management • Experience of managing and monitoring significant budgets, including responsibility for profit and loss • Experience of identifying, understanding and resolving financial and performance risks within service portfolios • Experience of aligning people and resources to demand to achieve value for money and agreed performance outcomes
We know how the world works and our place in it. • Take ownership for understanding the external influences on Home Group and what our competitors are doing. • Understanding the direction we are taking and explain the reasons behind key decisions. • We work in partnership with our customer to shape future services, amplifying their voices.	People leadership at scale • Experience of leading managers across a large geographic area, with clear accountability for performance and culture • Experience of managing performance, capability and development through structured performance management processes • Experience of building and sustaining a positive, inclusive and values-led culture across diverse teams

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

• Experience working across more than one service type, such as supported, rented and leasehold housing • Knowledge and experience of managing and delivering OFSTED Registered Services • A recognised coaching or leadership qualification, or an interest in working towards one with support • Experience of managing relationships with commissioners, local authorities or other external partners

We're all **accountable** for..

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as

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well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	Yes	Budget value up to £	5 million
Manages People	Yes	# of direct reports circa	10
Travel	Frequent	Driving Essential	Yes
DBS	Enhanced with barring		

