**JOB TITLE: Chief Operating Officer**

**REPORTS TO: Chief Executive Officer**

**RESPONSIBLE FOR: Direct line management responsibility – Asset Manager, Housing Manager, Resident Engagement and Performance Lead**

**Who are Railway Housing?**

Established over 100 years ago as part of the Homes for Heroes campaign, we own around 1,600 homes, predominantly across Yorkshire and the North East. We have a rich and proud past, but we are committed to creating an even brighter future. We exist to provide an outstanding resident experience that reflects our residents needs and aspirations.

**Job Description**

The key priority of this important role is to provide strategic leadership and direction for our operational teams, ensuring the provision of a range of modern, resident focused services that enable Railway Housing to fulfil its charitable purpose, resident outcomes and strategic aims.

The post will also have responsibility for our housing and asset management teams, leading the co-creation and delivery of our resident experience and asset management strategies across our business.

**Responsible for:**

* Housing management services, neighbourhood and estate services, community and wellbeing
* Income management
* Resident communication, engagement, customer insight and intelligence
* Regulated compliance/H&S services, routine repairs, major repairs, void management, planned and cyclical works, gardening and landscaping
* Strategic asset management and energy efficiency
* Contract management and outsourcing relating to all operational service delivery
* Associated supporting functions e.g. resident engagement, resident insight and intelligence, policy and procedure for operational teams
* Consumer regulation

**Role Purpose:**

* Implementation of the Railway Housing strategy alongside the CEO and CFO
* Development, delivery and monitoring of the resident experience strategy
* Act as a positive member of the Senior Leadership team, encouraging collaboration and enthusiasm for the effective management of the business
* Lead the Operations directorate and inspire a culture that delivers results and service excellence
* Ensure the operational capabilities and resources are effective and can contribute to the business strategies, financial plans and deliver the resident experience
* Provide strategic and commercial expertise to the board and Senior Leadership team in order to shape corporate strategy, policy, service delivery, business and financial planning
* Support the CEO in establishing Railway Housing as valued partner with key external stakeholders
* Develop, analyse and report on key business metrics and risks to support decisions and change programmes
* Business sponsorship of transformational improvements and major change programmes
* Seek out new avenues of business and work initiatives based on intelligence about the needs and aspirations of the residents we serve and test out their viability.

**Main Duties and Key Results Areas:**

***Leadership***

* Provide corporate leadership as a member of the Senior Leadership team, taking forward the future direction and success of Railway Housing by developing and delivering the plans for resident focused housing and property based service.
* Develop and utilise a strong corporate knowledge to actively engage, consider and determine future business strategies that support the purpose, mission and values of Railway Housing
* Ensure the statutory and regulatory requirements for operations are applied and implemented to the highest level and continually improved to ensure best practice.
* Develop and maintain key external relationships with all relevant partners, commissioners and stakeholder groups, networking effectively at national, regional and local levels in support of Railway Housing’s objectives
* Act as a role model for Railway Housing’s values and culture, demonstrating and embedding a collaborative style of leadership, a high degree of commerciality and ambition, a strong accountability ethic and consideration for others
* Be a key contributor to the management of change, integration and improvement through collaboration and development of corporate strategies and plans
* Deputise for the CEO as and when required.

***Delivery***

* Maintain, develop and safeguard the Railway Housing culture
* Provide strategic direction and management to deliver high quality, resident focused services, in time and within budget that are informed by customer insight and understanding
* Monitor and manage performance of all services to ensure they achieve or exceed agreed targets, taking quick action to address underperformance
* Develop opportunities for resident engagement, consultation and co-creation of services ensuring that the resident voice is heard and acted upon through Railway Housing
* Act as the lead for the RSH Consumer Standards, ensuring that Railway Housing meets all relevant regulatory standards
* Ensure the effective and transparent monitoring of income and expenditure for the operational teams
* Ensure cost efficient and effective revenue management and income recovery
* Develop progressive strategies and policies that enhance the resident experience and improve service delivery, as well as responding swiftly to changes in the external environment
* Ensure opportunities are identified and developed to maximise the use of new technologies
* Develop and maintain key external relationships with all relevant partners, commissioners and stakeholder groups, networking effectively at national, regional and local levels in support of Railway’s objectives
* Be a key contributor to the management of change, integration and improvement through collaboration and development of corporate strategies and plans
* Deputise for the CEO as and when required.
* Ensure the accuracy of all data relating to residents and their homes is maintained effectively
* Deliver value for money services, seeking to maximise resources and social value
* Maximise the effectiveness of systems and processes to deliver customer experience and operational benefits
* Ensure all operational services fully comply with all legal and regulatory requirements and organisational policy and procedures
* Ensure that the risks within the operational activities are identified, removed or minimised
* Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied
* Responsible with the Senior Leadership team for the effective management and utilisation of Railway Housing’s assets as well as delivering performance targets

**The must haves:**

***Skills and abilities***

* Gravitas and leadership skills coupled with the ability to coach, motivate and engage others.
* Ability to engage effectively with all levels including colleagues, residents and external stakeholders.
* High level of skills in strategic, commercial and analytical thinking.
* Ability to interpret and analyse financial information and complex data.
* Ability to present data and information in clear and accessible ways to enable effective decision making.
* Ability to identify and manage risks and make sound judgements, whilst not being risk averse.
* Influence and negotiating skills.

High level of written, presentation and interpersonal communication skills, with the ability to tailor to a variety of audiences.

***Personal Attributes***

* Committed to inclusion, equality and diversity
* Actively role model and champion the Group’s values and purpose
* Act with integrity and able to build high levels of trust.
* Transparent and open
* Champion innovation and encourage ideas.
* Resilient and able to work under pressure.

***Knowledge and Experience***

* Resilient and able to work under pressure.
* Proven record of successfully managing a range of resident facing services at a strategic level.
* Experience of using resident engagement, insight and intelligence to shape strategy and resident experience.
* In depth experience of leading and delivering change within a resident focussed, social housing environment.
* Experience of developing strategies and plans that demonstrate strategic vision and foresight.
* Experience of delivering excellence and improving services, to deliver increased social value or enhance the resident experience.
* Experience of collaborating and working as part of an effective senior team.
* Proven experience of working with boards and committees.
* Track record of developing and sustaining effective partnerships.
* Comprehensive knowledge of current and future challenges facing social housing and related sectors.
* Understanding of the statutory and regulatory requirements for the sector.