

# DIRECTOR OF OPERATIONS



Recruitment Pack  
January 2024

## ▼ Welcome to Tuntum

Thank you for your interest in applying for the role of Director of Operations at Tuntum Housing. We have put together some information below which we hope will help you understand the organisation and the role. For more information, please visit [www.tuntum.co.uk](http://www.tuntum.co.uk).

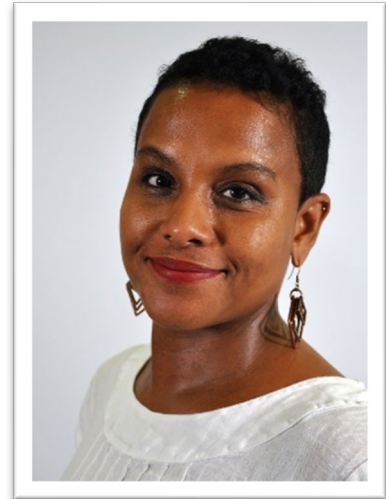
## ▼ Intro from the CEO

I am delighted to be able to present this new opportunity to join our team at Tuntum.

Tuntum is entering an exciting and transformational chapter, and we are looking for a new Director of Operations to help us shape and deliver against our aspirations.

The successful applicant will be joining the Association as we set sail on our newly approved Corporate Strategy, and as such will be instrumental in driving forward a number of key improvements we wish to make in the years ahead, building on our proud history.

If you are passionate about delivering high quality, customer centric services and have significant experience in leading multidisciplinary teams within a senior role in Housing Management, we'd love to hear from you.



**Charmaine Simei CIHCM**

Chief Executive Officer

### ▼ **About Tuntum**

Tuntum was set-up over 35 years ago by community activists from the Windrush generation to provide quality housing and jobs for people primarily from the black Caribbean community. From those humble beginnings, the Association has significantly grown and diversified its operations whilst still maintaining its identity as a BME-led housing association.

You can read our [35<sup>th</sup> anniversary brochure](#) on our website.

### ▼ **We provide homes**

We manage over 1600 properties and provide homes for over 3000 people in 12 local authority areas.

We provide accommodation and specialist housing services for older people, refugees, young mothers, people suffering with mental health difficulties and homeless young people.

### ▼ **We are BME-led**

We are the only independent BME-led housing association in the East Midlands. The majority of our staff and Board are reflective of Nottingham's black and minority ethnic communities.

### ▼ **We support communities**

We also deliver a number of non-housing initiatives which add value to the lives of our tenants and the communities in which we operate. These include the Nottingham Carnival, Refugee Futures, Headwize, and our staff-delivered 'Social Value' days.

### ▼ **We are well-governed**

We are governed by a Board of up to 12 individuals, who have a wide range of skills and experience.

We are regulated by the Regulator for Social Housing and the most recent judgement for Tuntum Housing Association is G2, V2.

We are a member of the National Housing Federation and BME National, a collection of over 60 BME-led housing associations.

Our latest [Financial Statement](#), [Annual Report](#) and [Value-for-Money Strategy](#) are all available on our website.

## ▼ Our Vision, Mission and Values

Our **Vision** is:

**Good quality homes and excellent services for diverse communities.**

Our **Mission Statement** is:

**To be a dynamic social business, passionate about improving lives and empowering people in sustainable multi-cultural communities.**

Our **Values** are:

**T**rustworthiness and integrity

**U**niting diverse people and making a difference

**N**ew ideas and approaches as an independent organisation

**T**enant and customer driven

**U**sing surpluses to improve lives and communities

**M**otivated, positive and diligent board and staff



## Job Description

<b>Job title</b>	Director of Operations
<b>Reports to</b>	Chief Executive
<b>Responsible for</b>	Asset Management and Compliance, General Needs, Sheltered and Specialist Housing and Customer Experience
<b>Location</b>	90 Beech Avenue, New Basford, NG7 7LW
<b>Hours</b>	37 per week
<b>Salary</b>	£84,000 per annum

## Purpose

To provide strategic leadership and day-to-day management of the Association's operations functions, comprising housing management, specialist housing and sheltered housing, building safety compliance, property maintenance, asset management functions and customer services. In particular, to ensure that: the Association delivers high quality, value for money, services based on a sound understanding of the needs and preferences of its various customers.

## Key Responsibilities

### 1. Leadership

- Provide inspirational and engaging leadership to a diverse team, ensuring the efficient and effective delivery of housing services across different areas.
- Inspire and motivate team members to achieve performance goals and objectives.
- Develop and maintain excellent professional relationships with the Board and the Executive team.
- Be an ambassador for the organisation developing strong partnerships with key stakeholders.

### 2. Strategy:

- Develop and implement strategic plans to drive the growth and success of the Directorate.
- Ensure the Executive Team and the Board are kept up to date through the regular review and update of strategies to align with best practice, regulatory compliance and in line with the Association's strategic objectives.

### 3. Financial Acumen:

- Manage and optimise the financial performance of the Directorate by overseeing budgets, ensuring cost-effective operations, and identifying opportunities to maximise our opportunities for greater efficiency and growth.
- Monitor financial metrics and performance indicators to drive financial sustainability and demonstrate Value for Money.

#### **4. Regulatory Compliance:**

- Ensure the Directorate keeps up to date with relevant housing regulations, legislative changes, and statutory requirements.
- Develop and implement policies and procedures to maintain a strong compliance culture.

#### **5. Asset Management and Compliance:**

- Oversee the effective management and maintenance of the housing association's assets.
- Ensure stock condition information is maintained and updated with a programme of HHSRS complaint stock condition inspections and Decent Homes surveys.
- Develop and implement asset management strategies to ensure optimal utilisation and longevity of assets.
- Ensure Tuntum meets all of its legal and regulatory obligations on building safety. With effective delivery of compliance policies for: gas, electric, fire asbestos, water and lift safety, you will provide assurance to the Executive Team and the Board.
- Ensure compliance with the government's decency and energy performance, Net Zero and sustainability standards.
- Ensure the effective procurement of maintenance services and planned improvement programmes
- Support the Executive Team with investment appraisals on new development opportunities

#### **6. Housing Services - General Needs, Sheltered, Specialist, and Supported:**

- Provide strategic direction for the provision of housing services, including tenancy and income management and allocations.
- Oversee the development and delivery of specialised housing services for different target groups, including vulnerable individuals, older people, BME communities and those with support needs.

#### **7. Customer Experience and Engagement**

- Foster a culture of exceptional customer service and resident engagement; ensuring that the customer voice is heard and has an influence throughout the decision-making process and the ongoing development of service delivery.
- Develop strategies to improve resident satisfaction, involvement, and community cohesion.
- Lead initiatives to enhance the customer experience and ensure effective communication with residents and stakeholders.
- Ensure that the quality of the service provided to all customers is the highest quality possible with the resources available. We want to exceed the requirements of the Regulator of Social Housing's consumer standards.

#### **8. General**

- Prepare and send regular reports to the Board of Management and its Committees.

**Person Specification**

<b>Requirements</b>	<b>Essential</b>
<b>Education</b>	A degree in a relevant field (e.g., Housing, Business, Management) or equivalent professional qualifications.
<b>Experience required</b>	<p>Extensive experience in a senior leadership role within the housing sector, with a demonstrable track record of success.</p> <p>Proven experience in asset management and compliance, housing services, and customer experience and engagement.</p> <p>Experience in financial management, including budgeting and financial analysis.</p> <p>Knowledge of housing regulations and compliance requirements.</p>
<b>Skills and abilities</b>	<p>Strong leadership skills, with the ability to inspire and motivate a diverse team.</p> <p>Strategic mindset, capable of developing and implementing effective plans and strategies to drive organisational growth and success.</p> <p>Financial acumen, with the ability to analyse financial data, manage budgets, and identify revenue opportunities.</p> <p>Excellent knowledge of housing management principles and best practices.</p> <p>In-depth understanding of compliance and regulatory requirements in the housing sector.</p> <p>Exceptional communication skills, both written and verbal, with the ability to engage and influence a wide range of stakeholders.</p> <p>Strong negotiation, problem-solving, and decision-making abilities.</p> <p>Proven ability to build and maintain relationships with residents, stakeholders, and external partners.</p> <p>Excellent organisational and time management skills to effectively prioritise tasks and meet deadlines.</p> <p>Adaptability to thrive in a fast-paced and changing environment.</p>
<b>Personal qualities required</b>	<p>Commitment to providing high-quality housing services and improving the lives of residents.</p> <p>Demonstrated passion for ensuring compliance and delivering excellent customer experiences.</p> <p>Ethical and transparent approach, with a strong sense of integrity.</p>

	<p>Resilient and self-motivated, with the ability to handle pressure and manage multiple priorities effectively.</p> <p>Collaborative and teamwork-oriented mindset, with the ability to foster a positive and inclusive work culture.</p> <p>Strong interpersonal skills, with an ability to build rapport and establish positive relationships with individuals from diverse backgrounds.</p>
<b>Circumstances</b>	Valid driver's license with access to vehicle for business use

### **Benefits of working at Tuntum Housing**

#### **What We Offer:**

As well as a competitive starting salary of £84,000 per year, you will also receive an excellent benefits package of:

- Hybrid working
- 25 days holiday rising by 1 day per year up to 30 days + public holidays
- Westfield Health level 1 cover
- £15 per month towards gym membership
- 3.6% employer contribution pension scheme
- 3x life cover (as part of pension scheme)
- Free parking

#### **How to Apply:**

If you are ready to take on a challenging and rewarding role as the Director of Operations at Tuntum Housing Association, please submit your CV, a covering letter and personal statement stating how you meet the person specification to [natashalittlechild@tuntum.co.uk](mailto:natashalittlechild@tuntum.co.uk) by Friday 23<sup>rd</sup> of February.

## Staff Structure Chart

