

Operations Manager

Reports to: Head of Housing

The part I play at Flagship to help solve the housing crisis is:

To provide leadership and operational oversight across frontline housing services (rent collection, lettings and tenancy management) ensuring service excellence that exceeds customers expectations. I am responsible for leading a large team, overseeing day-to-day housing operations, and ensuring adherence to key policies, procedures, and regulatory standards.

I have a keen eye on the performance of the team, identifying trends, risks and opportunities. I drive continuous improvement through empowering the team, data analysis, benchmarking, and customer feedback, producing accurate and timely reports to support informed strategic decision-making. I will actively champion change, continuous improvement and opportunities for innovation in our service delivery.

Working closely with the Head of Housing, I contribute to shaping and implementing the strategic direction of the service. This involves the design and delivery of place-based approaches to ensure services are responsive to community needs, as well as championing transformational and cultural change initiatives that embed trust, empowerment, and collaboration across the housing service and wider customer and communities directorate.

As a leader, I will make this an even better place to work, by developing a team of managers, providing clear direction, coaching, and mentoring to drive performance and professional growth. I foster a supportive, inclusive, and high-performing working environment by encouraging open communication, teamwork, and a shared sense of purpose across teams.

I will build and maintain strong working relationships with internal teams and external partners to deliver joined-up services and achieve positive outcomes for customers.

My skills and experience include:

Proven experience in housing operations management or a similar leadership role.

Strong understanding of lettings, rent collection, tenancy management and complex casework.

Excellent leadership, communication, and stakeholder engagement skills.

Ability to analyse performance data and drive continuous improvement.

Commitment to cultural transformation and place-based working

CIH level 4 or willing to complete this qualification

The skills I will develop include:

Presentation and reporting skills

Development of strategic thinking

The people management of a large and mobile workforce

A coaching and mentoring approach to leadership

Relationship building both with internal and external stakeholders.



Flagship Group Values:

