



Creating great homes together

# Role Profile

**Position**

Operations Manager

**Reporting to**

Head of Customer Contact and Community Support

## What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- Opportunity to shape and develop front line services to help us achieve our customer experience ambitions and drive service improvement
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career.
- A fast paced, adaptable and highly collaborative environment.
- Encouragement to try new approaches and new ways of getting things done.
- Working with talented and ambitious colleagues.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- You will be a leader, motivator and collaborator, you will be known for hitting and exceeding targets and creating efficiencies.
- You work well under pressure, and you always put the customer at the heart of your decision making.
- You will use data and insight to improve the performance of your teams.
- You will have new and innovative ideas to improve the overall Customer and colleague Experience.
- You won't be afraid to challenge, and you will have the ability to be both operational and strategic.

## What you take care of

- You will lead the income management, homeownership, empty homes and lettings teams, monitoring performance against KPIs and budgets and ensuring compliance with relevant legislation and internal policies and procedures.
- You will manage 1 x Income Manager, 1 x Homeownership Manager, 1 x Empty Homes Manager, 1 x Lettings Manager, 1 x Performance Support Officer
- You will drive service improvements through data analysis, customer feedback and best practice, aligning the services you lead with Magna's culture and values
- You will ensure policies and procedures are kept up to date with changes in housing legislation and regulatory standards
- You will manage projects, risks and ensure services deliver value for money
- You will provide SME support for teams and for the Head of Customer Contact and Community Support
- You will be an integral part of the team working on the annual rent review and throughout the year on setting service charges for new build properties
- You will be the main point of contact for S157 approvals with regard to purchase of properties with rural restriction covenant in Dorset and Somerset, and decisions with regard to charitable status and affordability and management transfers for new or existing customers

## What you need to be successful

- You will be an established leader, with experience managing a front line operational team.
- You will need to be results and performance driven and will be able to evidence where you have exceeded targets and increased customer and colleague satisfaction.
- You will have a good knowledge and the ability to apply the relevant statutory regulatory and policy frameworks to the service areas you are responsible for.
- You will be used to managing budgets and creating efficiencies.
- You need to have a solutions-focused, problem-solving approach to service delivery.

### Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Recognised Professional Housing Qualification level 4 or above.

Updated: V1 – Updated 14.11.25