



Creating great homes together

Role Profile

Position

Sheltered and Supported Housing Operations Manager

Reporting to

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.

- Unique opportunity to help us achieve our customer experience ambitions - right service, right time, first time.
- Opportunity to drive service improvement and increase customer satisfaction and colleague capability.
- A fast paced, adaptable, and highly collaborative environment.
- Agile working based at home, travelling to Magna sites and communities as required.
- 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

- Driving high performance ensuring that services meet.
- the diverse needs of residents living in Magna homes.
- Results-focussed leadership.
- Developing teams to deliver high quality sheltered and support services.
- Developing and driving a performance culture with a focus on delivering excellent customer services and to lead by example across your service area and the business.
- Building team and individual capability.
- Managing team and individual performance and dealing robustly with under-performance.
- Setting and monitoring individual and team targets and objectives to drive service and individual performance improvement.
- Right first-time approach to service delivery.

What you take care of

- Lead the SHSS teams, ensuring delivery of sheltered housing and support services to customers, colleagues, and other stakeholders.
- Aligning the service with Magna's culture and Brilliant Basics Strategy outcomes.
- Ensuring relevant policies and procedures are delivered consistently and risk is identified and appropriately controlled and managed.
- Ensuring that services deliver VfM for customers.
- Performance reporting and ensuring a performance management culture exists within the service and robustly. addressing areas of under-performance and concern.
- Safeguarding arrangements and operational and strategic health and safety issues for service area.
- Managing projects and monitoring relevant contracts.
- Providing SME support and advice for the Head of Customer and Community Support.
- Supporting and promoting engagement with key stakeholders and external partners/providers ensuring the operation of effective working relationships.

What you need to be successful

- Solutions-focused, problem-solving approach to service delivery.
- Strong values-based leadership skills.
- Highly organised and able to manage a varied workload, able to prioritise effectively to produce high quality work within set deadlines.
- Proven track record of team building and development skills.
- Knowledge of and ability to apply the relevant statutory, regulatory and policy framework within which the service operates.
- Policy, procedure, and people development skills.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

