

**1. Position Identification**

<b>Title:</b>	Operations Manager	<b>Agreement/Award:</b>	Non EBA
<b>Department:</b>	Tenant Services	<b>Date last updated: By whom:</b>	April 2019 People & Culture
<b>Reporting to:</b> <i>(Position)</i>	Acting Chief Operating Officer		

**2. Purpose of Position**

The Operations Manager is responsible for leading the delivery of Foundation Housing Ltd's (FHL) services to our customers while building resilient teams who embody our strong culture and values.

The position provides leadership through mentoring and coaching the Tenant Services team, who are at the heart of delivering services to FHL customers, working to distribute authority and decision making, so our services best meet the current and future needs of our customers and FHL's regulatory obligations. The ability to bring team members along on that evolving journey and promote cross-team collaboration is central to the delivery of this objective.

The position will have significant strategic input, as well as day to day responsibility for operational, financial and risk performance of the Tenant Services team.

**3. Key Working Relationships**

<p><b>Internal:</b> CEO Executive Team FHL Board and Committees Senior Management Operations Teams</p>	<p><b>External:</b> Housing Authority Department of Communities Mental Health Commission Anglicare WA Local Government Agencies</p>
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**4. Accountabilities and Responsibilities**

- Lead the operational teams who manage a portfolio of over 2,100 units of accommodation, ensuring that the portfolio is financially sustainable while delivering FHL's mission to provide affordable housing for people in need.
- Ensure that customers are our primary focus and respond to complaints in a positive and customer focused way.
- Provide leadership through mentoring and coaching, to build a culture of high levels of personal accountability, collaboration and distributed decision making.
- Build a culture of continuous improvement.
- Maintain and promote high levels of personal and team safety and wellbeing.
- Manage externally funded programs from time to time, to ensure they meet externally set objectives and contract requirements.
- Build effective working partnerships, both internally and externally, to add value to the whole business.
- Work in partnership with the Business Development team on new housing developments, with responsibility for ensuring sustainability of community and tenancies as a key objective.
- Represent the organisation in local forums, meetings and events as required and act as an ambassador for FHL at all times, promoting its role and achievements, internally and externally.
- Other duties as directed.

## Job Description

### 5. Culture and Values

#### **We care for people:**

- Giving people our time
- Listening well
- Being kinder than need to be
- Understanding that everyone's story is unique and of equal value
- Actively looking for the strengths in others

#### **We own all of our decisions and actions:**

- Admit mistakes, learning from them and fixing things up
- Respecting organisational policies and procedures and following them
- Having the courage to make the tough decisions and stand by them

#### **We are passionate:**

- Caring intensely about the work we do
- Inspiring others with excellence
- Celebrating success
- Embracing and driving change

#### **We focus on finding solutions:**

- Providing timely and accurate information to others so that solutions can be found
- Understanding that others often know the solutions to their own problems and assisting them to find their own way forward
- Not bring just the problem but ideas about possible solutions

#### **We are always honest:**

- Providing well thought out and constructive feedback
- Initiating the challenging and tough conversations
- Saying what you are thinking and doing what you say

#### **Nurture relationships:**

- Having fun together
- Earning the trust of others
- Checking in with people regularly particularly when things are tough
- Respecting people for who they are and for their knowledge, skills and experience as individuals and team members

### 6. Safety Awareness

You will provide leadership in creating a safe working environment, including but not confined to:

- Role model the Foundation Housing Health & Safety Policy and Procedures.
- Ensure all the employees under your management have information, instruction, training, and supervision that is consistent with FHL safe work practices.
- Identify assess and control hazards which impact on a safe work environment.
- Report any incidents or injuries to HR.

## Job Description

### 7. Work Related Requirements/Selection Criteria

<b>Essential Skills</b>	
<ul style="list-style-type: none"><li>• Outstanding leadership, relationship and stakeholder management skills.</li><li>• Proven experience in leading diverse operational, customer focused teams to deliver on strategy.</li><li>• Proven experience in meeting regulatory and compliance requirements.</li><li>• Proven experience in identifying, securing and developing new business relationships.</li><li>• High level project planning and management skills.</li><li>• Excellent report writing and written communication skills.</li><li>• Proven record of leading a team through a period of change and delivering cultural improvement.</li><li>• Proven experience in budget preparation and management.</li></ul>	
<b>Desirable Skills</b>	
<ul style="list-style-type: none"><li>• Experience working in a community housing or not-for-profit organisation.</li><li>• Degree qualification in a relevant discipline.</li><li>• Knowledge of the Residential Tenancies Act.</li></ul>	

### 8. Position Dimensions

<b>Number of staff directly reporting to position</b>	8
<b>Number of staff indirectly reporting to position</b>	35

<b>Work Locations</b>
The position is based in our Leederville Head office. The role will also periodically travel to our satellite offices in Fremantle, Joondalup, Midland, Broome and Hedland.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_