



The Scottish Veterans' Garden City Association

Operations Manager – Recruitment

Position; Permanent

Salary: circa £35k plus benefits

Location: Edinburgh

Hours: 35 hours per week

The Scottish Veterans' Garden City Association (SVGCA) is a private charitable letting agent, which together with its sister organisation, the Scottish Garden City Housing Society Ltd (SGCHS), provides housing to disabled military veterans in Scotland. Founded in 1915, SVGCA is one of Scotland's oldest military social housing charities and is extensively supported by a network of enthusiastic and committed Voluntary District Committees who are central to our success.

Following a strategic review of our operations SVGCA is looking to appoint an Operations Manager to support the CEO with the increased workload created by the charity's enthusiastic plans for growth and additional provision of support to veterans in need in Scotland.

Our stock of over 600 houses of varying size and type is located throughout Scotland. Over the past five years, there has been a significant development programme to increase the number and type of houses we can offer, but SVGCA want to expand and improve our stock further to meet the current and forecasted demand and are committed to undertaking further housing developments. However, their priority is to implement and deliver the operational requirements to effect the strategic changes they have identified and desire.

This is an exciting and hands-on senior management position that will need the ability and skills to provide top level operational management to a busy charity but also provides the opportunity to learn about the ethos of a charity and for personal development.

If you have the drive, energy and willingness to learn and want to be part of this exciting opportunity to support disabled veterans in Scotland, we would like to hear from you. Please apply with a CV (2 pages max) along with a covering letter (2 pages max) detailing why you believe you are the right person for this role and how you meet the person specification.

Your CV and covering letter should be sent to the SVGCA CEO, Kevin Gray MM, k.gray@svgca.org.uk with Operations Manager in the subject line.

The closing date for applications is 1200hrs on Friday 1st February 2018. Due to the high number of applications expected, only candidates shortlisted for interview will be notified. It is anticipated that interviews will be held at the Association's offices in Edinburgh on Thursday 7th February 2018. All information relating to unsuccessful candidates will be destroyed when an appointment has been made.

The Scottish Veterans' Garden City Association (SVGCA)
incorporated with the Scottish Garden City Housing Society Ltd (SGCHS)
SVGCA Charity Registration No SC003174 Company Registration No 10795
Landlord Agent Registration No – LARN1901002

Purpose of the Position

Primary Purpose.

The Operations Manager will be responsible for the day to day operations of the Charity delivered through a highly experienced employed team based in Edinburgh and Glasgow, Volunteer District Committees and Property Management Companies throughout Scotland.

Secondary Purpose. To deputise for the CEO when required.

Primary Responsibilities

- Responsibility for the day to day operations of the Charity and for the line management of the Head Office Property Management team in Edinburgh and part-time employees based in Glasgow and for ensuring the effective management of volunteer District Committees across Scotland.
- Liaise with Property Management Companies to ensure efficient operational delivery Scotland wide.
- To undertake regular visits to Districts and Property Management Companies to ensure operational output is efficient and in line with the operational and strategic plans of the CEO and Board of Directors.
- Responsibility for maintaining and developing all aspects of our housing provision, management and quality control.
- Oversees and reviews workload and people resources to ensure agreed personal organisational targets are being met on a cost-effective basis.
- Manage/oversee significant refurbishment and building projects in consultation with nominated professional advisors.
- Research and prepare procedures to improve operational effectiveness and efficiency.
- Ensures all the charities policies and procedures are being adhered to by employees, volunteers and nominated third parties and raise matters of concern with the CEO or in their absence the Board of Directors.
- Ensure that all Letting Agent Code of Practice and other relevant regulations, such as Health and Safety, are being adhered to and kept up to date and communicated to appropriate persons.
- Provides guidance and support to employees, including performance management of those under his/her direct management.
- Through Districts and third parties as well as tenants, develop an understanding of the key issues affecting tenants, making recommendations to the CEO of future initiatives, such as collaborative working with other charities/public agencies, carrying out tenant survey, increasing the scope and range of advice.
- Research, prepare, and issue operational reports as required by the CEO.
- Undertake any other task of responsibilities as may be required from time to time consistent with the seniority of this role.

Key Competencies

- Leadership and Communication.
- People Management.
- Project Management.
- Process Management.
- Collaborative Working.
- Decision making and problem solving.
- Emotional Intelligence.
- Proven personal characteristics including

- Drive, Energy, Motivation
- Adaptability and Flexibility
- Accuracy and Time Management
- Excellent verbal and written communication

Qualifications and Experience

Essential

- At least three years Operation Management experience with a housing organisation.
- Knowledge of the Scottish social housing environment.
- Knowledge of the Letting Agent Code of Practice.
- Extensive people management and team-building skills
- Excellent oral and written communication skills.
- IT literate, namely Microsoft Office Word, Excel, Outlook and PowerPoint.
- Prioritising work programmes.
- Project delivery.

Desirable

- Successful completion of the LETWELL Programme or a willingness to undertake this with support from the charity.
- Qualified Clerk of Works.
- Previous UK military service.
- Knowledge of the veterans housing environment.

Other Requirements

- Travel to Districts across Scotland will be required so access to transport is required.
- Due to the nature of the role some evening and weekend may be required.

Other Duties

You may be required for other duties as directed by the Chief Executive Officer.