

Operations & Relationships Manager

Grade 13

Job Focus

To be read in conjunction with the Project Manager Job Profile which provides the full range of responsibilities across the function.

The Operations and Relationships Manager (ORM) will be employed by Kirklees Council and will act as the primary interface between the Board of Management of Kirklees Community Association (KCA) (acting as the 'client landlord') and Kirklees Council (acting as the 'service provider').

The key focus of this role is to actively manage the relationship between KCA and the Council, to manage the provision of housing management services (provided by Homes and Neighbourhoods Service on behalf of the Council) and other complex projects, or programmes of work set out in management agreements or, as agreed jointly between KCA and the Council.

You will also play a lead role in working with senior internal/external stakeholders and partners to ensure the successful delivery of contractual arrangements (management agreements) and other project or programme objectives, as agreed between KCA and the Council. There is an expectation that you will also lead project teams on behalf of KCA and ensure all agreed programmes of work and outputs are executed to meet requirements.

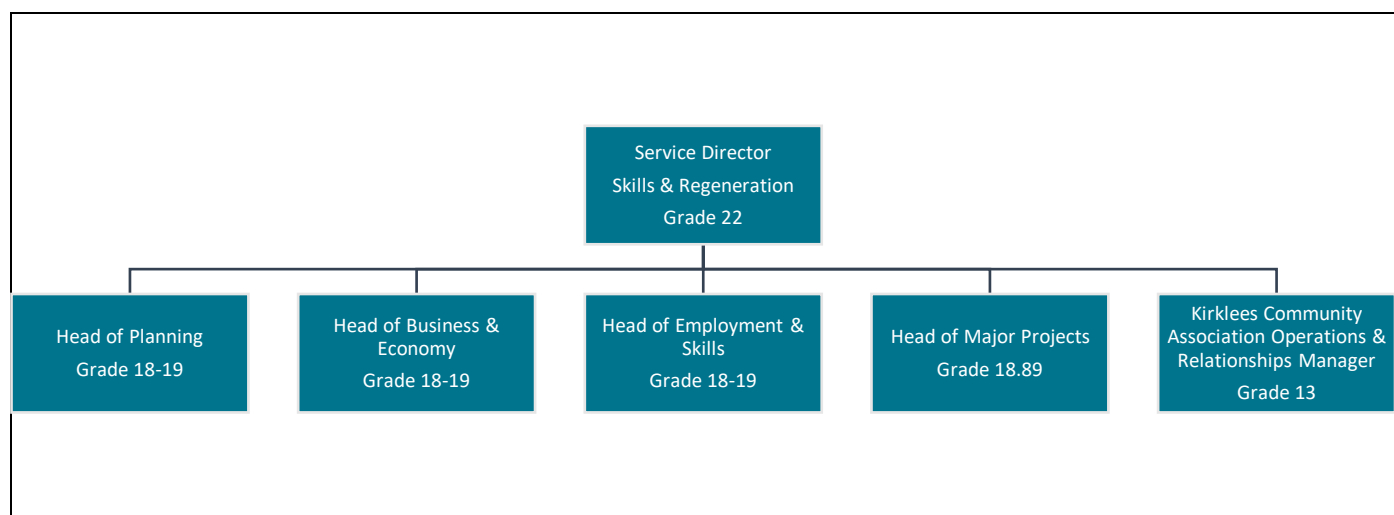
This role is based within [Growth and Regeneration](#), under the Service Director for Skills and Regeneration but will work closely with colleagues across Homes and Neighbourhoods.

Role Description

- Support the KCA Board in discharging its responsibilities as a housing landlord and ensure it has appropriate financial procedures and robust governance arrangements in place. To include KCA's subsidiary Kirklees Housing Association (KHA).
- Ensure appropriate and up-to-date management agreements are in place which are actively monitored to cover all services, tasks and transactions delivered by the Council on KCA's behalf.
- Contribute to the development of policies and processes to ensure that high quality consistent services are delivered in line with legislative and regulatory requirements. And keeping abreast of legislation changes and developments impacting on all landlord services
- Lead staff directly employed by KCA, the project team and or professionals/specialists appointed to deliver KCA's required objectives. This might include to mentor, coach, and develop the skills and capabilities of the project team to achieve project objectives and continuously improve performance.
- Ensure the achievement of service standards and KCA's objectives, including managing and monitoring the operational performance of KCA's housing operations including tenant satisfaction.
- Develop plans for the management/control of large projects agreed jointly between KCA and the Council and, to monitor performance against plans to ensure agreed milestones are met.

- Manage relationships with stakeholders, partners, and contractors, in order to ensure all parties are informed and appraised of project progress and that overall agreed objectives between KCA and the Council remain aligned.
- Develop and manage effective governance processes on behalf of KCA.
- Identify opportunities for improved efficiencies and collaboration across projects, to ensure stakeholder/partner satisfaction.
- Translate project objectives into deliverable plans.
- Ensure robust budgetary control and the effective management of finances on behalf of KCA.
- Review options and provide recommendations as part of project decision-making processes.
- Evidence effectiveness, develop evidence bases and utilise knowledge and experience of industry best practice to develop processes.
- Regularly report progress to the Service Director Skills and Regeneration and Chair of KCA

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
GCSE (or equivalent) Grade 4 (C) or above in English and Maths, or equivalent.	Essential
Degree level qualification.	Desirable
Management qualification CIH Qualification Level 4 or above or willingness to work towards.	Desirable
Demonstrable experience of leading large and complex projects.	Essential
Understanding of the functions and services provided by the Council and partners.	Essential
Demonstrable experience of the subject matter.	Essential
Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external.	Essential
Experience of leading partnership wide improvement and development plans.	Essential
Significant experience of providing development and support.	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of informing and supporting strategic change using intelligence and insight.	Desirable
Ability to challenge appropriately at all levels and in a range of forums.	Essential
Excellent communication skills with the ability to influence a wide range of stakeholders, partners, senior colleagues, and elected members.	Essential
Ability to provide advice with credibility at the highest level.	Essential
Proven financial management skills and commercial acumen.	Essential
Knowledge of Health and Safety, Equality and Diversity, Safeguarding and other relevant legislation in relation to the role.	Essential
Demonstrates a flexible, creative, and innovative solution focused approach.	Essential

For Office Use Only:

Job Category	Project Management	Grading ID	64730 (matched to 64360)
Job ID	80100905	Last Updated	May 2023
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		