



panoramic
ASSOCIATES



Operations Manager

March 2025



About Caridon Foundation

Caridon Foundation provides supported accommodation in Brent, Croydon and Harlow. Under our provision we are required to provide housing support, and one-to-one supervision on a weekly ongoing basis, conducting specific key work sessions based on a person-centred approach. We are committed to working in line with Housing Benefit Regulations and Quality Assurance Framework (QAF).

Our Clients

We deliver support and supervision to our clients from disadvantaged backgrounds with a multitude of vulnerabilities such as poor mental health, depression, histories of domestic violence, substance misuses, offending background and many that have experienced challenging times in their lives, such as period of homelessness. Without our valuable service, many of our clients would likely be either homeless or living in temporary accommodation.

Our Ethos

We are passionate about our tenants and the communities in which they live. Our aim is to provide housing to individuals who are unable to secure accommodation, and then support them throughout their tenancy to become fully independent.



Job Description: Operations Manager

Job title:	Operations Manager
Reporting to:	Managing Director
Reporting in:	Team leader, Housing Support Officers, Admin
Location:	Across three sites in Brent (North-West London), Croydon (South London), and Harlow (Essex)
Salary:	£42,000 - £47,000

Purpose

The Operations Manager (OM) is responsible for ensuring the smooth running of all daily operations of Caridon Foundation. This includes the development and implementation of system and process and the leadership of internal operations.

The OM is also responsible for supervision of all direct and indirect reports in a way that is beneficial to all associates and from time to time may be asked to manage temporary assignments outside of the established structure, ensuring the delivery of effective, high quality supported housing services to meet local needs.

Tasks

- Overseeing the day-to-day operational management of your designated area
- Leading and managing staff teams
- Effectively managing any safeguarding incidents and carrying out appropriate escalation of any emerging risks
- Supervising and supporting direct and indirect reports in dealing with complex cases
- Managing homelessness floating support and supported housing services
- Respond positively to changing needs and achieve continuous service improvements
- Working in partnership with a variety of external agencies including local authorities
- Motivate and manage staff to achieve constantly high levels of performance
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- Manage systems (e.g Arthur, Xero, and Nourish) and processes to ensure that they are sufficient and meeting the company objectives
- Managing the area office, leading the Support Team in the delivery of support services and ensuring full compliance with Caridon Foundation service standards
- Implementing and setting KPI targets to measure and monitor the staff and services performance
- Assist with the implementation and roll out of new process and procedures
- Ensure that the teams casework is up to date and being carried out outline with current policies and procedures
- Be an operational lead and lead in providing a customer focused service in all areas of housing management
- Dealing with supported housing management issues and complaints, ensuring that complaints and resident feedback are dealt with promptly
- Monitoring and managing the performance of staff and service providers

- Managing the performance of the team including carrying out annual appraisal and 1-2-1 supervisions and ensuring that staff have the appropriate training, skills and knowledge to carry out their roles to a high standard
- Managing any underperformance of the team and to take appropriate and immediate action where necessary including using the capability and disciplinary procedures set by HR
- Providing competent, technical, and decision-making support to ensure that appropriate enforcement action is taken on anti-social behaviour cases and other breaches of tenancy conditions and license agreements
- Remain well informed in best practice in the homelessness sector and relevant legislative and other changes
- Providing accurate performance data on a monthly basis and ad hoc reports as required
- Produce annual business plan for the area and the Supported Housing Service Improvement plan, Quality Assurance Framework (QAF) and related procedural and policy documents to ensure consistent quality service delivery
- Work with procurement and new business managers in identifying and delivering PRS (Private Rental Service), as well as other acquisitions to meet the targets and produce New Supply Plan and future agreed plans or programs
- Ensuring that all supported housing services deliver the best value, meet high industry standards, are effectively managed, and demonstrate continuous improvement
- Effectively managing set budgets and resources relating to the supported housing function and work with the procurement managers whenever necessary to grow the business in conjunction with the Managing Director
- Interpret financial information to manage large and complex budgets and funding
- Ability and skill to respond to changing external circumstances and internal priorities by continuously driving the organisation forward and developing the capability and effectiveness of the supported housing management function within Caridon Foundation
- Meet set KPIs – Voids, rent collection, staff performance and service delivery



Communications

- Ensure regular contact is kept with clients/residents and colleagues
- Ensure that all method of communication are in a profession and courteous manner
- Ensure that all complaints and resident feedback are dealt with in a professional and courteous manner

Person Specification

EXPERIENCE

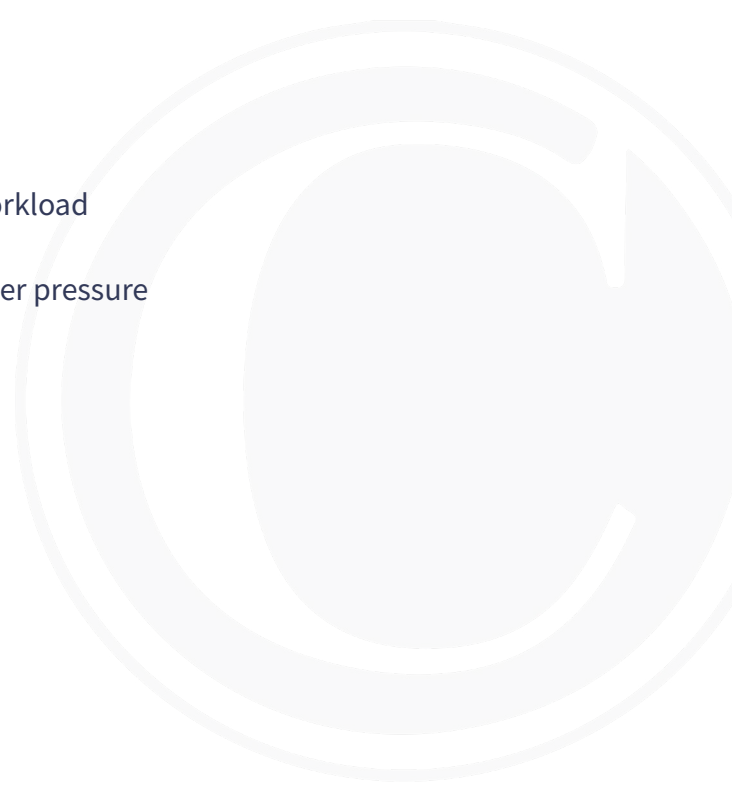
- At least 5 years experience in Social Housing Management
- Strong analytical skills
- Proven track record of meeting KPI targets

SKILLS AND COMPETENCIES

- Strong leadership skills
- Computer literate (Excel, Word, Outlook)
- Demonstrable ability to plan and priorities own workload
- Excellent communication skills
- Ability to demonstrate initiative and work well under pressure
- Strong decision-making skills
- Ability to problem solve complex issues
- Good time management

DESIRABLE

- Full UK Driving Licence



How To Apply

Panoramic Associates Ltd is acting as an employment agency to Caridon Foundation on this appointment.

For a more in-depth conversation about the role please contact **Rebecca Millett**, Senior Customer Success Consultant or **Harry Ayre**, Lead Senior Consultant, who is leading on the process.

We hope you will consider making an application for this fantastic opportunity. To make an application, you will need the following:

- A CV which is tailored for this role.
- Supply of details for one reference (not from current employer) that we can contact during the application process

Alternatively, you can submit your CV direct to our consultants.



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