

MTVH JOB ROLE PROFILE



Date: 30/01/2025

Role Title (External)	Operations Manager – Supported Housing	Directorate	Customer Services	Location	London/Midlands
Reports To	Head of Supported Housing	Function / Team	MTVH Support	Geographical Spread	National
Direct Reports	x	Budget Sign-Off Approval Level	Contributes to departmental, team or individual budget	Suitable for Agile Working Options	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
DBS Check Required	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes for DBS check, which level is needed?			Driving Licence	Yes <input type="checkbox"/> No <input type="checkbox"/>
				Insurance check required	Yes <input type="checkbox"/> No <input type="checkbox"/>

The nature of this role means that the post holder will be involved in regulated activity with vulnerable adults. To meet our commitment to providing safe, high quality services to our customers we will complete an enhanced background check with the Disclosure and Barring service, which will include a check of the Adult Barred list, once an offer of employment is made. A new check will be completed every three years.

Overall Responsibility:

This specialist role will provide operational management for supported housing services at MTVH. The role will oversee supported housing management and specialist support services for customers with support needs, including experience of homelessness, asylum seekers/refugees and young adults at risk of homelessness. The MTVH Support Supported Living Services are designed to provide accommodation for adults that need support with transitioning to sustainable tenancies and, as such, experience of delivering specialist services is essential.

The post holder will work with external partners and linked providers and be responsible for all aspects of service operations ensuring delivery of services in line with regulatory, contract and funder requirements, achieving high quality and positive outcomes for customers. This post holder will be responsible for delivering excellent, personalised, value for money services for customers.

Key Responsibilities and Outcomes

- Accountable for the line management of teams to deliver excellent quality and perform well against internal and external KPIs

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- Responsible for helping to shape and deliver new and existing services, and to improve on the offer to our customers, colleagues and commissioners
- Support the facilitation of meetings and events with managing agents, lease tenants, leaseholders and organisations providing support under an agreement with MTVH
- Lead services by example, adhering to business standards, policies, processes and procedures
- Oversight of all safeguarding, complaints and incidents across area ensuring that policy and process have been followed and services have appropriate management response
- Lead role in embedding a positive safeguarding culture across the business
- Responsible for developing and maintaining professional relationships with internal and external stakeholders and customers in order to raise the profile of supported housing services
- Ensure customer and colleague engagement in the development and implementation of business processes to ensure they meet changing requirements
- Recruit, induct, develop and manage the performance of staff to deliver cohesive, high performing teams which achieve performance targets and consistently high-performance standard. This includes the assessment of learning activity where required
- Manage the scheduling and deployment of team members to achieve optimum support levels for customers as well as providing a cost-effective staffing model for the service
- Identify and evaluate contingencies required for designated services and develop plans to deliver business efficiency and continuity
- Monitor, manage and report on performance and risk, taking appropriate action to deliver compliance with quality standards, business targets, contractual and regulatory frameworks
- Manage service income and expenditure budgets effectively, to meet contract and business requirements, maintaining excellent standards of service delivery

Personal Competencies	Skills / Experience / Knowledge
<ul style="list-style-type: none"> • Communicates clearly and confidently with diverse audiences, both verbally and in writing • An excellent communicator to your customer audience, presenting supported issues in a user-friendly manner 	<ul style="list-style-type: none"> • Experience of managing supported housing services for adults with experience of homelessness, asylum seekers or refugees, or with mental health or learning disability support needs.

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<ul style="list-style-type: none">• Takes ownership of decisions and outcomes, ensuring high standards of service deliver• Ability to build strong relationships across teams and external partners• Approaches challenges with creativity, using data and insight to inform decisions• Values diversity and promotes equality	<ul style="list-style-type: none">• Knowledge of supported housing policy and best practice, housing law, welfare benefits and safeguarding• A competent manager and task supervisor who has multi-site management experience and the ability to inspire teams to achieve the very best through instilling a performance supportive culture• Ability to demonstrable understanding and experience of the needs and issues associated with growth, of business and service development• Knowledge of Psychologically Informed Environments and Trauma Informed Care principles• Ability to manage budgets and deliver cost-effective services• Must have excellent written and verbal communication skills• Experience of working at a “senior of” level in an organisation with significant geographical reach (desirable)• Diploma Level 5 in Leadership for Health and Social Care (desirable)
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Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.