

Job title: Deputy Director Operations

Reports to: Chief Operations Officer

Line Management: 5 Senior Managers

Background

A senior role, answerable to Chief Operations Officer and Board, with a critical impact coordinating action to deliver ongoing success for a major UK-wide veterans' charity on a growth trajectory. The post holder will bring:

Experience – know what good looks like, analyse issues & deliver workable solutions

Leadership – works well with people to bring teams together and deliver impact

Change – challenges the status quo collaboratively to support wider change agenda

Growth mindset – innovate to create opportunities that deliver strategic aims

Credibility – motivation, gravitas and an engaging style; a good communicator

Senior Leadership Responsibilities

Senior individual with exemplary leadership skills, able to inspire and motivate others

Delivers impact, internally & externally, achieving goals in a timely way

Lead change, breaking down barriers to build performance, capacity & continual improvement

Effective communicator, adept at conveying a message across all media

Able to analyse issues, making good use of data to deliver effective solutions

Credible, builds confidence and able to handle complexity whilst delivering at pace

Role model leads by personal example: collaboration, values, standards, behaviour & performance

Foster a culture of personal accountability, innovation, staff development & well being

Ensure effective planning, budget delivery and contractor / third party management

Ensure compliance & discharge of all legal, regulatory, charitable & reporting requirements

A guardian of Haig's continued success by a relentless drive to improve beneficiary outcomes

Job summary

Develop, deliver, assure and protect HHT services across the UK

Coordinate operational impact across all areas and teams, including projects & change plans

Deliver assurance and compliance across all operational processes, including contract oversight

Collaborative member of the senior team, ensuring successful resolution of operational issues

Act as the champion for operational issues across Haig

Allow people to thrive & deliver by effective line management of the operational team

Manage departmental risk & achievement of KPIs, with associated reporting and MI development

Work with the COO to deliver a change programme for housing operations

Allow Haig to deliver for our beneficiaries, building networks and communities

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications/Education		
First degree in a relevant subject or equivalent experience	X	
ECDL		X
Knowledge, Skills & Experience		
Detailed knowledge and experience of working with the Veterans community or working within the voluntary sector.	X	
2 years' experience at a senior level in Housing / Property / Contract/ Facilities Management	X	
2 years' experience at a senior level in complex operational role	X	
Experience in Budget management and control for a department/directorate	X	
Effective communication skills across all mediums (i.e. written/social media/verbal etc)	X	
Clear attention to detail whilst maintaining sight of the bigger picture	X	
Intermediate/advanced level of competence using MS Office	X	
Knowledge and experience of working with legal frameworks and legislation	X	
Personal Qualities		
Ability to think, work and communicate at a strategic level	X	
Can demonstrate leadership skills	X	
A self-starter who can interpret strategic direction and deliver operational impact	X	
A problem solver delivering solutions to complicated issues across all stakeholders	X	
Ability to influence and successfully negotiate with individuals, groups and stakeholders.	X	
Self-motivated, unafraid to challenge and be challenged	X	
Able to build relationships, trust & credibility with diverse audiences	X	
Focused on impact, with clear evidence of proactive, collaborative & agile mindset	X	
Clear identification with charitable purpose and a commitment to working for beneficiaries		X
Deep sense of duty, able to empathise with individuals in a professional way	X	
Personal resilience to work effectively and stay calm under pressure	X	
Ability to deal with confidential information whilst maintaining confidentiality	X	
Flexibility to work beyond standard hours to meet the requirements of tenants	X	
Comply with responsibilities regarding safeguarding & training	X	
Has an awareness, understanding and commitment to working within an equality, diverse and inclusive environment.	X	

