



panoramic
ASSOCIATES



Operations Director

October 2024



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.



Permanent Benefits and Salary

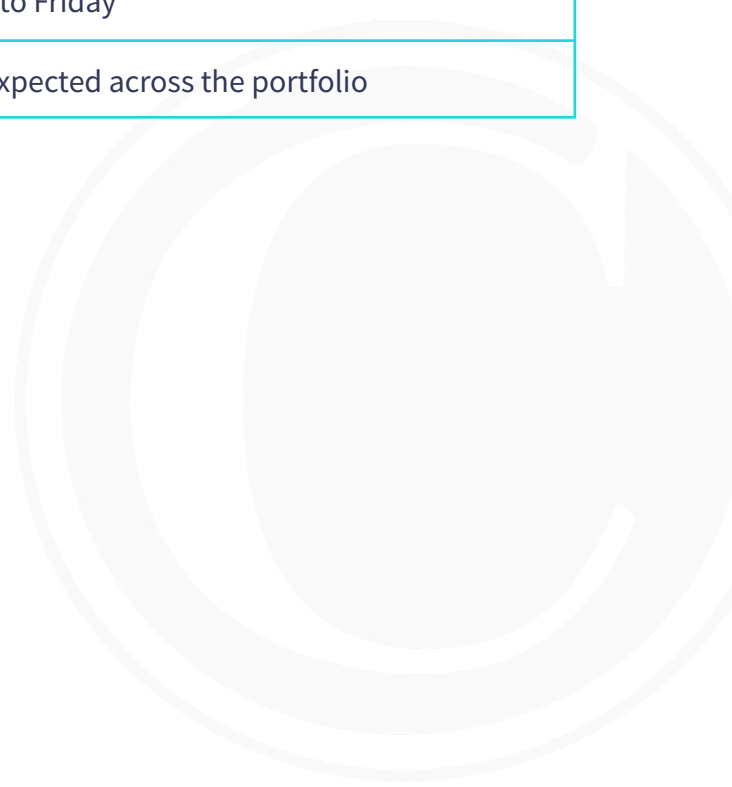
Salary	£60 - £63 K
Generous Leave Entitlement	<ul style="list-style-type: none"> • 25 days of annual leave. • 8 days of bank holidays.
Health & Well-being	<ul style="list-style-type: none"> • 5 days of sick leave. * • Life cover for added security. *
Employee Wellness	Health Shield cash back plan for comprehensive health coverage. *
Pension Plan	3% employee contribution and 5% employer contribution for a secure financial future.
Financial Incentives	Refer a friend and receive £200 after they complete probation. *
Celebratory Events	<ul style="list-style-type: none"> • Participate in Christmas events for a joyous workplace. • Engage in team-building events to strengthen team bonds.
Long-Term Service Recognition	Additional day of annual leave after 3 years of service. *

Note: Benefits marked with an asterisk (*) are subject to eligibility criteria.



Job Description

Job Title	Operations Director
Role	To oversee all operational activities for our portfolio of Supported Accommodation in Croydon, Brent and Harlow. Supporting circa 350 vulnerable tenants in our Intensive Housing Management properties.
Reports To	Group Managing Director
Reports In	Operations Manager HB/UC Officer Office Manager
Hours	Full time - 40 hours Monday to Friday
Location	Croydon based with travel expected across the portfolio



Duties Include

- Overseeing all operational activities for the organisation.
- All aspects of day to day management of the operations team with a strong emphasis on void turnaround, tenant well-being, good property standards and profitable management of portfolio.
- Identifying opportunities to streamline business processes and systems and ensuring they are being followed.
- Translating the company's strategic plans into defined operational plans.
- Defining performance management KPI's to monitor operational success against objectives.
- Reporting to the board on operation activities towards business goals.
- Restructuring business activities to increase speed, efficiency and profitability.
- Working alongside colleagues on business projects.
- Establishing a culture of continuous business improvement.
- Over-hauling customer service activities and implementing minimum standards across all contact with customers.
- Researching opportunities for cost savings across the business.
- Staying up to date with legislation changes and housing law within the industry.
- Minimising operation expenditure within the business wherever possible.
- Developing leadership and coaching programmes to increase employee effectiveness.
- Directing all operational activities across the organisation.
- Seeking new income streams.
- Business development - New business opportunities.
- Build positive relationships with stakeholders including portfolio landlords, local authority and charity partners and other organisations we work closely with in delivering the best quality and service.



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.
- A supporting statement that sets out your understanding of both the role and the organisation, and how your experience matches the key criteria on the personal specification.

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



Rebecca Millett
r.millett@panoramicassociates.co.uk



Harry Ayre
h.ayre@panoramicassociates.co.uk

Friday 18 th October	Application Deadline (CV & Video interview).
24 th – 25 th October	Interviews with Caridon Foundation if shortlisted.

