



Methodist Ministers' Housing Society ('MMHS')

Operations Director

Job Description

Overview

An exciting opportunity has arisen to join MMHS in the new role of Operations Director ('Ops Director').

This role has been created because we wish to optimise our way of working so we can provide an even better level of service. We are very aware of the fast-changing landscape and do not wish to be left behind. In fact, we wish to lead by example in how we operate.

We are a medium-sized organisation. That means the role has a wide-ranging remit – and is likely to evolve over time in response to organisational needs. The Ops Director will need to be flexible and innovative and enjoy working through change.

MMHS has an annual turnover of £5m+ and an asset base of circa 940 properties spread throughout the UK. We look after c770 retired Methodist Ministers and their dependants who reside in our properties. At any given time, properties not needed by Ministers are let on the open market and provide an important income stream. We also support the wellbeing of our ministerial residents so they can keep their independence and mobility for as long as possible. In support of our core mission, we are developing new products and new income streams.

We are in year two of a five-year strategy (2017-2022), and we are implementing ambitious annual plans in support of our overall strategy.

Teamwork is very important in MMHS and a culture of openness and support is proactively encouraged.

Overall responsibility & accountability

To direct, manage, administer and co-ordinate the operational activities of MMHS allocated to the Ops Director, all in accordance with MMHS's goals, objectives and policies. Reflecting the size of our organisation, the Ops Director will need to be 'hands on' and operationally involved in delivering results.

The Ops Director will be responsible for the line management of the Communications Manager and the Data Administrator.

Reports to:

The Chief Executive Officer ('CEO'). The Ops Director will work very closely with the CEO.

Additional key relationships:

- The Senior Management Team ('SMT').
- The staff of MMHS, external consultants, contractors, statutory authorities and outsourced service providers.
- The ministerial residents of MMHS (existing and prospective).
- The Board of MMHS.
- Officeholders in the Methodist Church.

Specific responsibilities

Strategy and planning

- As part of the SMT, you will provide strategic and planning recommendations to the CEO for the Ops Director's main areas of responsibility which will be – IT, systems, processes & procedures, policies, risk, and communications (both internal and external).
- You will be expected to recommend budgets for your areas of operation and to work within them.
- You will ensure that your areas of operation underpin MMHS's overall strategy.
- You will be expected to review all our systems, processes and procedures and thereafter recommend improvements.
- You will have the brief to ensure the timely preparation of all annual implementation plans that support MMHS's overall Strategic Plan. You will need to work closely with other members of the SMT in carrying out this particular responsibility.
- You will assist the CEO in the preparation of reports and papers for the Board and its committees.

IT

- Provide expertise and advice on all IT matters.
- Promote IT capability in the team, ensuring all systems are being used properly.
- Oversee the relationship with MMHS's IT support provider.
- Develop MMHS's IT infrastructure and its software.
- Manage all MMHS's systems, processes and procedures, working with other members of the SMT.
- Research MMHS's possible use of the Internet of Things and Artificial Intelligence. We would like to be innovative and pioneering when it comes to the support of our ministerial residents.
- Oversee the security, confidentiality and protection of information held by MMHS.
- Oversee our data management system.
- Oversee MMHS's transition to being a paperless organisation (insofar as that is feasible) and maintain best practice thereafter.

Communications

- Oversee and direct all our communications, both internally and externally.
- Work collaboratively with colleagues in the promotion of MMHS's image, identity and culture.
- Ensure consistent messaging across all channels.
- Oversee MMHS's digital presence.

Policies, procedures and risk

- Ensure all appropriate policies and procedures are in place and ensure they are being used effectively (for example, Health & Safety, Safeguarding, GDPR policies).
- Ensure MMHS's monitoring systems are working effectively.
- Oversee risk management and maintain the risk register.

Person specification

- Educated to degree level or equivalent qualification or experience.
- Relevant post graduate qualification(s) would be welcome, in particular in IT.
- Confident and competent in running first class IT operations.
- A good understanding of the residential property sector would be welcome, including how to comply with the regulatory and procedural requirements of a landlord.
- Ideally, experience of working in the not-for-profit sector or charity sector.
- Good knowledge of charity governance.
- Hard working, fun and committed.
- Excellent analytical and problem solving skills.
- Empathy with the Christian faith and working for a Christian organisation.

Outline terms and conditions

- Salary: £55,000-67,000, depending on qualifications and experience (plus London Weighting Allowance of £3,500 per annum).
- Term: Full-time and permanent.
- Normal working week: 9am to 5pm daily, Monday to Friday, with an hour for lunch. MMHS operates a flexi-time system.
- Holiday entitlement: 25 days per annum plus usual public holidays. Also, on a discretionary basis, three extra days off between Christmas and New Year are usually given.
- Benefits: MMHS offers a pension scheme to which it contributes.
- References: The appointment is subject to receipt of two satisfactory references.
- Probation period: Six months.
- DBS: The appointment is subject to clearance.
- Normal place of work: Methodist Church House, 25 Marylebone Road, London NW1 5JR (Please note that, shortly, we shall be moving to a new office nearby).
- Start Date: As soon as possible.

You can download this job pack from – <http://mmhs.org.uk/jobs>. If you wish to apply, please send your CV with a covering letter – explaining why you are suited to the role – to arrive by 5pm on Friday, **22nd February 2019** to: CEO Mairi Johnstone, Methodist Ministers' Housing Society, Methodist Church House, 25 Marylebone Road, London NW1 5JR. Or by email to: MJohnstone@mmhs.org.uk. No agencies, please.