



Document Name:	Job Description: Central Operations Co-Ordinator
Document Reference:	
Revision No:	1

POSITION TITLE	Central Operations Co-Ordinator
FUNCTIONAL GROUP	Central Operations
REPORTS TO	Central Operations Manager
DIRECT REPORTS	N/A

OVERVIEW
<p>Cornerstone Partnership are an ambitious social enterprise looking for a Central Operations coordinator to join our team of 15, We currently operate a growing portfolio of over 150 properties across the West Midlands and Warwickshire in the social housing sector with an expectation for significant growth across its services in the near future – specializing in property procurement, tenancy management and housing operations to provide accommodation for the homeless. For the right candidate this will offer progression opportunities, a role with a wide reach across the business group of activities and a chance to join a business making a genuine social impact to the housing security of hundreds of families. Within the wider group we also operate a poverty relief charity and a company specializing in affordable new build developments and conversions – all of which require administrative support</p> <p>COVID-19 Precautions</p> <ul style="list-style-type: none"> <li>▪ Personal protective equipment provided if required</li> <li>▪ Social distancing guidelines, covid risk assessment and National lockdown plans in place</li> <li>▪ Working from home considered for all roles but office-based presence will be required</li> </ul> <p>37.5 hours per week – Monday – Friday (Flexibility for the right candidate) Emergency on call for residents on a rota basis</p> <p>£20,000-£23,000</p> <p>23 days annual leave</p>
WHY DOES MY ROLE EXIST
<p>To facilitate the operational efficiency and strategy through active collaboration with internal and external stakeholders by maintaining the central services of Office management, HR, H&amp;S, IT &amp; systems and positively support the core business functions</p>

WHAT AM I ACCOUNTABLE & RESPONSIBLE FOR?	HOW WILL I BE MEASURED?
<ul style="list-style-type: none"> <li>• Support Central Operations manager to achieve strategic growth targets for areas of responsibility;               <ul style="list-style-type: none"> <li>Talent Management (including Learning and Development)</li> <li>Health and Safety</li> <li>Head Office Management</li> <li>IT &amp; Systems resources</li> <li>Quality Management</li> <li>Project Facilitation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Project plans delivered on time, in full and on budget</li> <li>▪ Timely processing of reports and data entry</li> </ul>



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<ul style="list-style-type: none"> <li>• Identify opportunities for continuous improvement by continuously seeking to improve systems, processes and procedures</li> <li>• Build relationships with business partners including, but not limited to Local Authorities, Professional Service Providers and Contractors, to understand wider business issues and provide data and reports to meet requirements</li> <li>• Conduct effective and efficient communication with suppliers, contractors and other areas of the business</li> <li>• Ensure all data entry is accurate and updated in a timely manner</li> <li>• Support implementation of consistency and quality systems</li> <li>• Complete administrative tasks to ensure information is accurately collected and reported across all of the areas of responsibility</li> <li>• Communicate effectively, accurately and efficiently with all internal and external stakeholders</li> <li>• Any other relevant tasks as requested by the business</li> <li>• Administer projects in order to facilitate the strategic direction of the business</li> <li>• Proactively source equipment in line with determined specifications to ensure compliance within budget</li> </ul>	<ul style="list-style-type: none"> <li>▪ Completion of tasks within deadlines or pre-determined Service Level Agreements (SLAs)</li> <li>▪ Compliance with legislation and UK standards</li> <li>▪ Positive internal and external stakeholder feedback</li> <li>▪ Process creation and audit results</li> </ul>
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<b>HOW WILL I DELIVER?</b>
<ul style="list-style-type: none"> <li>▪ Use a systematic approach to organizing work</li> <li>▪ Maintain control over quality and accuracy by frequently asking questions</li> <li>▪ Solve problems independently and act quickly during ambiguous and unpredictable situations</li> <li>▪ Demand timely results, operate with a strong sense of urgency</li> <li>▪ Use verbal communication more often than written communication</li> </ul>

<b>WHO DO I NEED TO PARTNER WITH?</b>
<ul style="list-style-type: none"> <li>▪ External supply partners including, but not limited to, contractors, professional service providers, , local authorities and tenants</li> <li>▪ Internal partners including, but not limited to property acquisitions, property management, housing and company directors</li> <li>▪ Other members of the Central Operations Team</li> </ul>



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WHAT KNOWLEDGE AND EXPERIENCE DO I NEED?
<ul style="list-style-type: none"> <li>▪ Excellent excel skills and highly IT literate with an understanding of system process</li> <li>▪ Ability to use initiative to identify and tackle problems to ensure an effective solution is found</li> <li>▪ Willingness to get involved with all aspects of the business</li> <li>▪ Time Management</li> <li>▪ Teamwork</li> <li>▪ Stakeholder engagement and management</li> <li>▪ Strong prioritisation and organisation skill ensuring diary usage for tasks</li> <li>▪ Problem Solving</li> <li>▪ Data Management</li> <li>▪ An articulate telephone manner and strong presentation skills</li> <li>▪ Confidence with handling difficult conversations</li> <li>▪ Full UK Driving license</li> </ul>

WHAT ARE BEHAVIOURS DO I NEED TO DISPLAY?
<ul style="list-style-type: none"> <li>▪ <b>Role model our values:</b> <ul style="list-style-type: none"> <li>○ <b>Positive Footprint</b></li> <li>○ <b>Partnership</b></li> <li>○ <b>Focus</b></li> <li>○ <b>Innovation</b></li> <li>○ <b>Driven</b></li> </ul> <p>I consistently role model our values, communicate their relevance and importance and visibly integrate them into everyday activities</p> </li> <li>▪ <b>Always do the right thing</b>, for our team, our clients and our partners</li> <li>▪ <b>Set and deliver high standards</b> – I set high performance goals and ensure ongoing measures and personal accountability. I am highly organised and have a systematic approach to organising work</li> <li>▪ <b>Competitive</b> – I create a passion to win, proactively confront challenges, am open to new opportunities and take bold action in the face of opposition</li> <li>▪ <b>Resilience</b> – I never stop learning and take personal responsibility to improve and develop myself and others</li> </ul>