

Operations Team Leader (Maternity Cover)

Recruitment Pack

Salary	£ 31,613.00 - £33,728
Closing Date	10am 16th June 2025
Interviews date	24th June 2025



INVESTORS IN PEOPLE™

We invest in people Platinum

We Are Bro Myrddin

Based in the market town of Carmarthen we provide quality affordable homes and housing related services to around 2,000 residents in and around Carmarthen-shire.

We do this through our excellent team of over 30 colleagues who care about our people, listen to them and deliver for them.

Our Vision is...

“To be there for our people.”

We are driven by a desire to continue to be regarded as an Association that;

Care, Listen and Deliver

We do this as both a provider of social, affordable homes and services for our residents and as a provider of safe, secure and rewarding place to work for our staff.

Our Vacancy

The Operations Team Leader (the Post holder) will line manage and co-ordinate the day to day work of the Operations Administrator team. They will lead and support the Operations team and be responsible for supporting the Operations Manager with all aspects of the Associations Communication functions.

To be responsible for providing a professional, engaged and customer focused first point of contact for our residents, partners and stakeholders. This is a diverse and challenging role which will require an individual with a commitment to Customer Services and Communications.

To drive the delivery of excellent customer services ensuring that customer contacts are dealt with in line with our policies and procedures and our call standards. Ensuring that services and advice provided is efficient, effective, and accurate.

To support the Operations Manager with the production of corporate publications, including the Associations Resident Newsletter, Website and social media platforms.

To play a proactive role in Promotion and co-ordination of Resident Participation, including taking the lead in coordinating the Association's events such as the bi-annual resident's fun day and resident meetings.

Please see our [Job Description and Person Specification](#) for more details about this role.

The Package

Your starting salary will be on a scale and will attract annual increments as you familiarise and embed yourself within the role and the Association.

The scale range's from £31,613 - £33,728 for a full time (maternity cover) position.

Other key highlights are:

- ✓ 34.5 working hours per week
- ✓ Office hours 8:30 to 16:30 (16:00 on Fridays)
- ✓ 30 days annual leave (excluding bank holiday)
- ✓ Defined Benefit Pension (CARE 1/60th: 6.5% employers contribution)
- ✓ Annual cost of living awards (average 2% per annum)
- ✓ Free (paid for) car parking
- ✓ Simplyhealth corporate health plan (Optimise)
- ✓ Staff investment (supported CPD and professional fees)
- ✓ Company sick pay

As well as many others...

Interested...

You like what you read and think you and us are what we are both looking for then apply via our recruitment portal

<https://www.bromyrddin.co.uk/bro-myrddin/recruitment/>

Want to know more about the role?

Not a problem, give our Operations Manager Samantha Fell, a ring on 01267 232 714 who will be happy to chat through the role.

Interview process

Interviews will be held at our head office in Carmarthen town. The interview panel will consist of Sam Fell, Operations Manager, Tracy Rees, Director of Operations and Llinos Owens, Corporate Resources Officer.

BRO MYRDDIN HOUSING ASSOCIATION Job Description

Post Title: Operations Team Leader (Maternity Cover)

Department: Operations

Responsible to: Operations Manager

Responsible for: Operations Team

Location: Association's Headquarters, Carmarthen

Objectives of the post

The Operations Team Leader (the Post holder) will line manage and co-ordinate the day to day work of the Operations Administrator team. They will lead and support the Operations team and be responsible for supporting the Operations Manager with all aspects of the Associations Communication functions.

To be responsible for providing a professional, engaged and customer focused first point of contact for our residents, partners and stakeholders. This is a diverse and challenging role which will require an individual with a commitment to a Neighbourhood Coaching approach and Communications.

To drive the delivery of excellent services ensuring that resident contacts are dealt with in line with our policies and procedures and our call standards. Ensuring that services and advice provided is efficient, effective, and accurate.

To lead on the delivery of the production of corporate publications, including the Associations Resident Newsletter, Website and social media platforms.

To play a lead role in promotion and co-ordination of Resident Involvement, including taking the lead in coordinating the Association's events such as the bi-annual resident's fun day and resident meetings.

Key responsibilities:

Line Management and performance

- To provide regular supervisions, 121's and performance appraisals for those employees reporting to the post holder.
- To demonstrate strong leadership, provide motivation and direction.
- To monitor all areas of the team's performance and where necessary, to put plans in place to bring performance back in line.
- To assist the Operations Manager in developing and delivering plans to improve the service and to regularly review working practices, policies and procedures.
- To promote a culture of working together across all departments in Bro Myrddin to ensure our services are co-ordinated so that residents receive a seamless experience.

Data Quality and Operations Performance Management

- To ensure consistency of data entry and accuracy across the Operations Department teams into the Associations Systems. This would be achieved through monitoring, data interrogation, cleansing, addressing and resolving data issues in conjunction with the Property Services Manager, Operations Manager and Director of Operations.
- Supporting the Operations Manager, Property Services Manager and Director of Operations to produce statistics and reports (from existing IT reports) for performance monitoring as directed.
- To conduct initial complaint investigations on behalf of service managers, to provide a report on findings and make recommendations on course of action and outcomes based on findings. Complaint to remain the responsibility of that service manager, meaning they'll still relay the outcome to the complainant.
- To implement continuous improvement of service delivery based on lessons learnt through data consistency work, resident feedback and complaints

Operations Services

- To ensure that the neighbourhood coaching, contract management and maintenance contacts, advice and signposting is appropriate, accurate, consistent and recorded.
- To manage the team to effectively answer rent enquiries, provide advice and to receive and receipt payments. To ensure that Housing Benefit and Universal Credit enquiries are responded to in line with the Associations procedures.
- To ensure good quality administrative support is provided to the Neighbourhood Coaching and Property Services teams.
- In all areas, seek resident feedback to shape and develop the services in an efficient and effective way.
- To provide telephone cover and undertake Operations Service related tasks when resource is short within the team.
- To support the Operations Manager to adopt and embed the new coaching approach to working with residents within the Operations Services Team.

Resident Involvement

- To ensure opportunities to engage with residents are provided through the collection of resident surveys, feedback from estate walkabouts/ meetings including chairing and facilitation of the resident involvement meetings.
- To put resident's voice at the heart of the service by collating and utilising resident insight to shape and improve the services across the Operations Team and the wider business.

Communication

- To support the Operations Manager with the delivery and promotion of the Associations Corporate image.
- To manage the commissioning, design and development of corporate publications, such as leaflets, the Association's Newsletter (Sgwrs), Annual Report and Annual Accounts.
- To ensure that internal and external communications comply with the Associations Communication Strategy and Welsh Language Standards.
- To manage all day to day content posted and received via the Associations Social Media platforms and website in line with the Associations procedures.

- To ensure the Associations office reception areas leaflets, display boards and presentation screens are maintained in a corporate, re-freshed and relevant manner.
- To publicise office closures for staff training, events and holidays on the Associations social media platforms, Website and in the Associations Reception.
- To obtain and record written permission for the use of photographs or outcome stories used within any of the Associations publications or communications.
- To ensuring accessible formats are available for all internal and external communication as and when requested.
- To utilise opportunities, such as new developments, staff and resident events, to create a library of photographs suitable for use in the Associations publications.
- To assist the Operations Manager promote and drive the digital by choice strategy, encouraging our residents online where possible.

Miscellaneous

- To assist the Operations Manager with the production of effective monitoring reports for relevant meetings.
- To establish partnership opportunities, to work collaboratively and to represent the Association at external meetings.
- To act within and promote the association's values.
- To ensure that requirements of the Data Protection legislation (including GDPR) are complied with in carrying out the duties of the post.
- To ensure compliance and act in accordance with all of the Association's policies, procedures and strategies.
- To carry out other duties appropriate to the post as necessary or required.

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change following review and consultation with the Operations Manager and/or the Director of Operations and/or the Chief Executive.

PERSON SPECIFICATION			
E: Essential			D: Desirable
Education			
E1	Educated to a degree level, or equivalent higher-level qualification.	D1	Qualification in Housing related subject.
Experience			
E2	Proven experience in staff leadership and management with the ability to demonstrate advisory and supportive skills.	D2	Experience of Adobe Photoshop, CANVA or similar image manipulation software
E3	Experience of providing front line services to members of the public. Extensive experience in call handling.		
E4	Experienced at delivering corporate publications.		
Skills & Abilities			
E5	Ability to oversee and sustain the motivation of a customer services team.	D3	Ability to work with less supervision and accept responsibility.
E6	Ability to analyse data and produce reports.	D4	Ability to use WordPress or similar software to maintain and update a website
E7	Excellent communication skills (oral and written)	D5	Use of Google Analytics or other similar website tracking systems
E8	Excellent numeracy skills and be able to manage paperwork and record keeping	D6	Ability to demonstrate a continuous drive for improvement
E9	Excellent planning, organisational and problem solving skills.	D7	Strong ICT skills including Microsoft outlook and Microsoft office packages
		D8	Have a good understanding of social media and the impact technology is having on communications and collaboration.
		D9	Excellent creative writing and copywriting skills.
Other Requirements			
E10	Ability to maintain confidentiality and an understanding of data protection requirements	D10	Ability to speak Welsh
E11	An understanding of Equality and Diversity	D11	Hold a clean driving license

CYMDEITHAS TAI
BRO MYRDDIN



BRO MYRDDIN
HOUSING ASSOCIATION

