

JOB DESCRIPTION:	CHIEF OPERATING OFFICER
RESPONSIBLE TO:	CHIEF EXECUTIVE OFFICER
LOCATION:	DUBLIN CITY CENTRE
CONTRACT:	FULL TIME/ 37 HOURS PER WEEK – PERMANENT
SALARY SCALE:	€120,000

Job Summary

Reporting to the CEO, the COO will act as the strategic lead across the broad housing agenda to include property, customer services, housing and community, strategic asset management and repairs and maintenance. As a member of the Leadership Team, the COO work collaboratively across the organisation to ensure the delivery of Tuath’s vision, values, and strategic objectives. This individual will contribute to the shaping and delivery of the Strategic Plan and will be accountable for high-profile operational initiatives. They will maintain an external focus and represent the Association, acting as an ambassador to enhance its reputation.

The main aspects of this role include delivery in the following Directorates:

- Housing & Community Services
- Asset Management/ Repairs & Maintenance

KEY RESPONSIBILITIES

Strategic input

- Work with the Chief Executive, the Chief Financial Officer, the Chief Governance & Strategy Officer, and the Board of Management to establish the short, medium, and long-term strategy for all Directorate activities including Housing, Repairs, Customer Supports & Asset Management
- Demonstrate innovation as a leader with significant executive level experience of implementing strategic operations, systems, and culture with a track record of driving innovation
- Draw upon intelligence, research, and professional knowledge in advising on appropriate Customer Services strategies and opportunities.
- Maintain recognition of Tuath as a nationally prominent provider and trusted partner.

Leadership

- Provide leadership focus and prioritisation of Tuath’s growth programme as a supporting contributor to the government’s Housing for All strategy.

- Provide strong leadership and support to managers and staff - role modelling a values-led leadership style with vision and drive which inspires and motivates.
- Work in a collegiate way within a leadership framework that supports business growth aspirations and encourages innovation and sustainability.
- Adopt a style of leadership that strives to deliver excellence on the front line.
- Lead on change management and creating a culture of continuous improvement within each directorate.
- Lead over 100 staff and growing to deliver on the collective good and the strategic objectives of the Association

Delivery and impact

- Transform strategy into deliverable plans. Ensure delivery of all directorate strategies within agreed financial parameters and targets and the regulatory framework
- Use performance intelligence to inform decision making in a way that drives value as measured by cost, quality, and productivity to achieve continuous improvements in customer outcomes and to develop a robust, data rich narrative to inform strategic decision making.
- Work with each Director to enhance and expand the existing overall customer experience through tenant related services including rent collection, repairs and maintenance, community development & engagement.
- Guarantee accurate data to develop robust long-term investment plans.
- Deliver energy and environmental sustainability goals regarding service delivery and property & asset management.
- Work with the CFO to enhance existing ICT services with the delivery of upgraded digitalisation within the Association
- Horizon scan the external environment to keep abreast of changes in legislation, good practice, and wider political/socio-economical and housing issues to lead and develop cutting edge practices and review, recommend, and implement changes to enable future effectiveness to consult and respond as appropriate.
- Ensure cutting edge thinking in respect of supporting customer groups is considered, evaluated, and introduced where added value would result.

Compliance and Control

- Be proactive in providing the Board and other Executive Team members with the necessary information to maintain effective oversight.
- Continuously assess and manage risk within the Risk Framework and actively implement control and improvement measures to mitigate risks to customers, property, staff, financial performance, and organisational reputation etc.
- Prepare and enable the directorate to comply with the newly enacted statutory regulation.
- Ensure compliance with all internal control requirements related to budget setting, cash flow requirements and financial regulations.
- Ensure that all aspects of the directorate are carried out in accordance with external controls and regulatory requirements.

- Ensure compliance with key policy and procedure in areas such as health and safety; equality and diversity; data protection; code of conduct and all other statutory requirements which are routinely checked for compliance.

Performance management

- Develop a strong performance culture and commitment to the customer care experience and satisfaction. Monitor performance and ensure the delivery of award winning and highly professional services.
- Provide support and development to the Directorate Team, to ensure that they are appropriately structured and resourced to deliver the Associations strategic objectives.
- Respond to customer feedback, utilising it to influence strategy and delivery plans so that customers can clearly see the impact of their involvement and scrutiny activities.

External Relationships

- Maintain and develop effective professional networks that will add value to Tuath's work and ensure that it is viewed as an influential and valuable partner.
- Work with external business partners and contractors in delivering services and identifying growth and diversification opportunities to achieve business objectives.
- Develop long term strategic relationships with policy makers and industry leaders to influence sector debate and thinking on Housing and Property related matters.
- Manage external communications with Regulators and agencies where risk could impact on the organisation's reputation.

No leadership role profile can be entirely comprehensive, the post holder will be required to undertake additional duties from time to time, in line with the above responsibilities, as required by the Board.