



Director of Operations

Do you want to join a winning team? We are looking for a Housing Professional with a laser focus on customer service and satisfaction.

Are you able to ensure that our ambitions of maintaining top-quartile performance and better, is delivered, and demonstrate that you have the all-round skills, competence, knowledge and experience to move the service forward with innovation and creativity?

As part of the Senior Management Team reporting to the Chief Executive and working closely with the Board, you will live and breathe the values of Ekaya Housing Association and ensure that the voice of the customer is heard. This is an exciting time to be joining Ekaya, we have ambitious growth plans, and you will need to be comfortable working operationally and strategically, with the energy and drive to inject pace into how we do things.

An inclusive and inspirational leader, who has operated in a complex and dynamic environment, you will need to be strategic but pragmatic in your approach and able to demonstrate success in working collaboratively with colleagues to deliver change. You will have exceptional interpersonal and communications skills and be a role model for staff.

We are looking for someone who is technically strong with a hands on approach and excellent attention to detail, whilst also crucially able to see the big picture and steer strategically. The ability to develop strong relationships with a broad range of internal and external stakeholders will be key.

We offer an excellent package, to include:

- Competitive salary £89,250 per annum
- 7% employer pension contribution
- 4 x life insurance
- Hybrid working
- Employee Assistance Programme
- 25 days holiday plus public holidays, rising to 30 days after five years continuous service
- Health benefits

To apply, please submit a current and up to date CV along with a personal statement. Ideally in no more than two pages we want to hear about your motivation for applying to this role/ organisation, and evidence of how relevant your offer is to the role specification.

For an informal and confidential discussion about the role, please contact Ben Laryea, CEO on 020 7091 1807.

Please submit your completed application by email to recruitment@ekaya.co.uk

No agencies please.

Closing date – **5 pm on Wednesday 7th August 2024.**

Interviews - TBC