

July 2024

Dear Applicant,

**Re: Director of Operations Role**

Thank you for your interest in Ekaya Housing Association and this key role of Director of Operations.

This role provides a fantastic opportunity at an exciting time in Ekaya's history. We are financially healthy with a strong balance sheet; we are a growing organisation and there is a huge amount of potential for further development.

This newly created role is an exciting opportunity for the right person to take our housing management, repairs, asset management, supported housing and Nursery provisions to top-quartile performance and service delivery. Are you that person?

Our recently refreshed Board provide excellent oversight and support. Like any ambitious organisation within the social housing sector, there are challenges, and using our financial and other resources, especially our people will be pivotal to our ongoing success.

This role is key to the Association continuing to thrive.

As a member of the Senior Management Team, you will be customer-focused, be innovative, and passionate about providing the best possible service that ensures we can hear the voice of the customer.

We need someone who will support high performance within the executive team, with the ability and experience of effectively managing change and takes responsibility and accountability for the directorate's work.

We are looking for a strategic thinker, who can provide effective operational oversight over all your areas of responsibility, with an in-depth understanding of the sector and regulatory frameworks.

Ekaya Housing Association is a not-for-profit organisation with 35 years' experience of providing housing and accommodation support to predominantly black and ethnic minority women and their families in South London.

We currently work in the London boroughs of Lambeth, Southwark, Wandsworth, Lewisham, Croydon Bromley, Greenwich and Merton.

We provide temporary and permanent housing and support services. Our portfolio includes the provision of high-quality support to teenage mothers and their babies and young people leaving care, as well as running our Ofsted-rated 'Good' community nursery, Happy Nursery Days that caters for children aged 6 months to 5 years in Tulse Hill, Lambeth.

## **Our History**

Ekaya was founded in 1987 bringing together the critical work of two hostels in supporting young black women living in London. Ekaya is a registered provider under the Industrial and Providential Societies Act 1965 and operates within the housing and social care industry.

## **Mission and Values**

### **Our Purpose**

We demonstrate excellence in order to empower individuals to become self-sustainable and to realise their full potential, creating a legacy.

### **Our Vision**

Provide a safe space, place and environment for predominantly BME Women, Children and Families to thrive in the local community.

### **Our Mission**

We deliver our social purpose through strong commercial acumen, leveraging talent and partnerships to deliver quality homes and services.

### **Our Values**

- **Inclusiveness**
  - We act with care, kindness and compassion when delivering services
  - We listen to our staff and our people
  - We deliver services that embrace diversity, equality and fairness
- **Integrity**
  - We are trusted by the people we deliver services to
  - We trust and empower our staff to do the right thing
  - We are trusted and respected by our partners and stakeholders
- **Commitment**
  - We are accountable for what we do
  - We are committed to achieving excellence
  - We will challenge and are courageous in pursuit of our goals
  - We look to improve, to grow, to learn and be the best we can be

We are looking for a strategic, socially and commercially minded individual with the energy and drive to make a difference and enable us to achieve outstanding outcomes for our customers.

You will demonstrate in your approach to work, a collaborative deep and authentic commitment to our social purpose.

We are ambitious for the organisations and our customers and are looking for a strong leader who can help us deliver those aspirations. Ekaya is renewing its focus on service performance and our plans going forward include building a culture, which puts empowering residents and supporting the community first. Now is the right time to step up the pace of our performance; set stretching goals and deliver a service to be proud of., come and help us inject pace into our actions and ambitions.

For details of our: [Financial Report 2022 - 2023](#)

[Annual Report 2022-2023](#)

I hope that this fantastic opportunity catches your imagination and that you are encouraged to apply. If you would like to be part of our journey, we would like to hear more about you.

Thank you again for your interest.

Yours Sincerely



**Ben Laryea**  
**Chief Executive Officer**