



**SQUARE  
ROOTS**

# Operations Manager

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**Salary £65,000**

plus benefits including £6000 car allowance and up to 10% bonus

Square Roots working in partnership with  
Ocean Edge Executive Search

[www.oceanedge.biz/squareroots](http://www.oceanedge.biz/squareroots)

**OCEAN EDGE**  
EXECUTIVE SEARCH

# Background

**Dear Applicant,**

**Firstly, thank you for the interest that you have shown in our organisation, and in the post of Operations Manager.**

**Secondly, some insight into Square Roots, what we do, and why.**

Owning a home in London has never been more difficult. Until now.

For too many, buying a house has simply not been a viable option due to rising rents, pay freezes and a sheer lack of affordable homes. In recent decades, the cost of buying a home has risen faster than wages, leaving Londoners priced out of the market entirely. For those who just manage to get a foot on the property ladder in London, the move comes with enormous sacrifice. A sacrifice for space, for location, for quality and ultimately, liveability.

Square Roots provides a number of alternative ways to unlock liveability of a quality home – shared ownership, and affordable rent. While shared ownership has existed for some time, it has traditionally come rife with issues. Firstly, a general lack of knowledge and understanding on the concept itself meant potential buyers were immediately met with scepticism. Secondly, shared ownership residences were often in less than desirable locations in London, meaning the dream and aspiration of living and owning in this great city was quickly shattered. Finally, the sheer lack of quality and narrative surrounding traditional shared ownership homes and providers.

Premium property developer London Square recognised these inherent issues with London properties. The company, inspired by the ethos of the famous London Squares, has seen immense success over the past 10 years, a company born to shatter existing norms in the property world and constantly surpass expectations with location, quality, and expertise.

Known for their architecture, design and fostering of communities both within and outside of residences, London Square began to ponder if there was an option to cut the compromises, enabling buyers to have everything they ever wanted in a London home and shatter existing perceptions of what it really means to buy into a shared ownership home.

With this mentality, it wasn't long before London Square created an affordable housing provider never seen before.

Welcome to **Square Roots**.

Your sincerely,



**Barbara Richardson**  
Managing Director

# Introducing Square Roots

**Square Roots is a for-profit housing provider building top quality homes in the most desirable London locations for shared ownership and affordable rent.**

Recognising the enormity of sacrifice made by those wanting to purchase in London, Square Roots seeks to fulfil the need for desirable, quality homes in the capital. Leveraging the skills and knowledge from parent company London Square, this company offers hope and delivers dreams to young families, couples, singles, and any aspirational home-seeker with ambitions to own their own home in Greater London. Square Roots will provide quality and desirable solutions to people wanting to own or rent in this great city.

An ambitious, fresh, and inventive company at its core, London Square recognises opportunities ahead of any other affordable housing provider in London and continues to push boundaries and exceed expectations in making home ownership in London a reality.

At Square Roots, we are dedicated to building a capital for everyone who wants to live and work here, with high quality affordable homes in communities that enrich the lives of our residents and promote a sense of belonging.

There is London. There is London Square. Now there is Square Roots – Making London Greater for everyone.

## Our mission

**Our core mission at Square Roots is to provide an aspirational solution to those who need to rent and live in Greater London.**

Our parent company London Square has seen immense success over the past 10 years in developing state-of-the-art homes and developing communities that last and belong. This success has materialised not only into great profit but seen them winning multiple awards for customer service and design. While we may be a new company, we are built on the continued success of London Square, enabling us the financial backing and expertise to launch and grow successfully.

Bringing with us the support and knowledge from London Square, we wish to break preconceptions of shared ownership and affordable rent and be a market-first provider to build and create homes that people can actually afford, and actually want to live in.

Each location is carefully chosen by our team while employing a bespoke approach to architecture, design, and residential needs specific to that location. Our homes are for everyone, as we strive to be part of the community, its people, businesses, schools, and embrace the character and history of the neighbourhood to promote a sense of belonging.

There is no other housing association like us, and we strive to stand apart.

Square Roots was created to enhance this great city's legacy of people, places, and buildings. We build to better the lives of residents and Londoners alike, now and in the future.

# Quality first

## **Quality is paramount to Square Roots, as is our promise to truly deliver.**

Our quality is reflected in the level of specification, architecture, and build, especially when considering other housing associations. We are designed and built to exceed expectations of an affordable home of this type, merely offering an innovative and alternative route to purchase.

This strive for ultra-high quality is demonstrated through the locations of each development – we build in places that people want to live, and always take into consideration transport links, high streets, local community, and education.

We often build in places where quite simply, other housing associations can't and don't have the means to. We're opening an alternative route to purchase, and we want to give Londoners their dream home.

# Who are we?

## **Personality traits**

The company is:

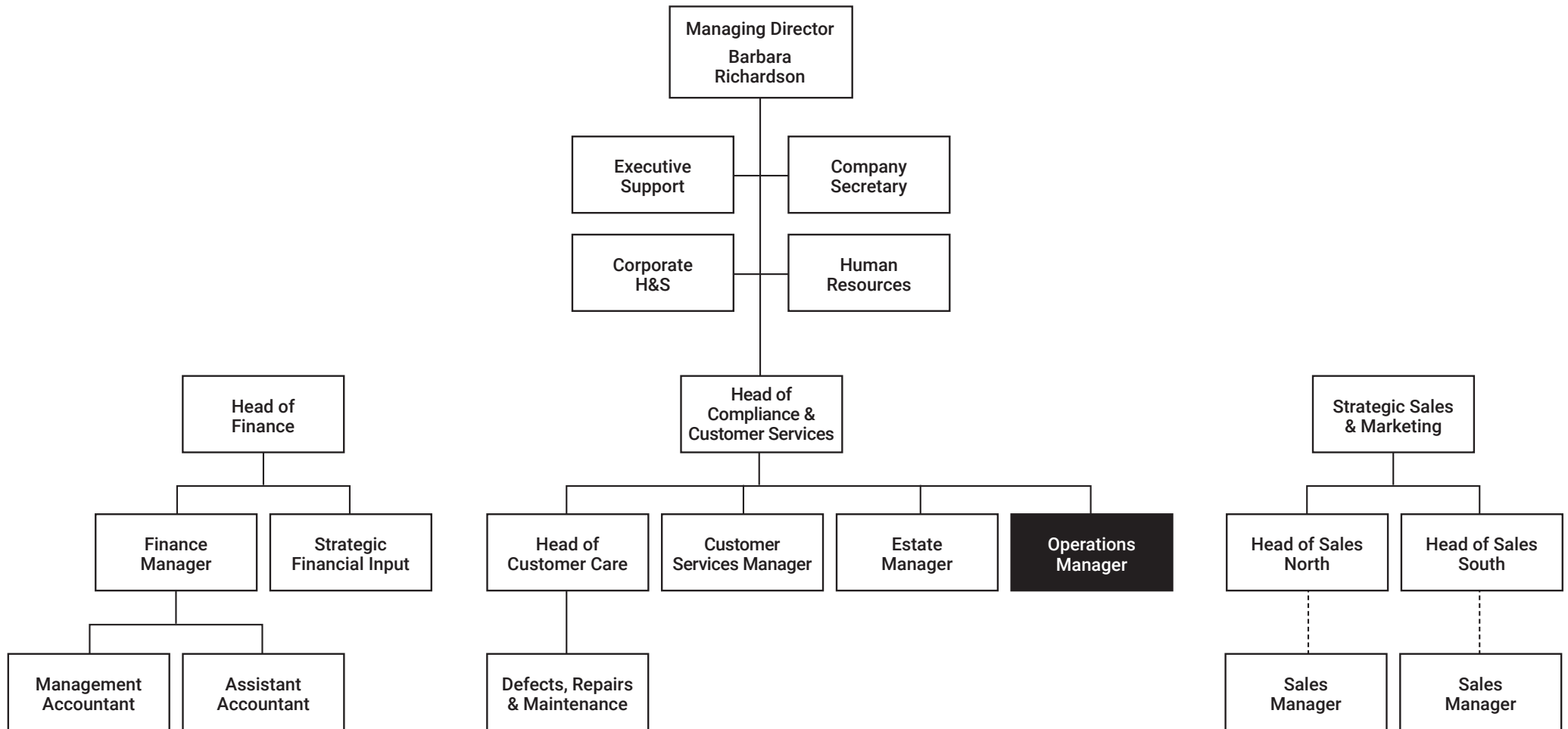
- Ambitious, a constant 'can-do' attitude
- Fresh, we're breaking the traditional mould
- Inventive, pushing boundaries, always asking 'why?'

## **Values**

The company believes in:

- Transformative placemaking; In order to transform lives and places we maximise all potential to deliver exceptional places and promote a community in which people can live, work, and enjoy
- Accessibility, we want to provide affordable homes to rent and buy to help people get on the property ladder and in places they want to live
- Integrity, we build homes we would want to live in

# Staff structure chart



# Operations Manager Role Profile

**Job Title: Operations Manager**

**Reporting to: Head of Compliance & Customer Services**

**Direct Reports: None at present**

**Job Family: Operations**

## Job Purpose

- Ensuring effective and efficient business systems and processes for the operations of the business. Taking into account all regulatory requirements by the RSH and all health and safety legislation for our portfolio of homes under management.
- Responsible for the day-to-day operational and administrative functions of all customer engagement, both tenants and leaseholders matters relating to defects, repairs, and maintenance.
- Responsible for all maintenance (responsive, planned and cyclical) for the company's portfolio. Implementing the company's strategic initiatives by overseeing the creation of budgets and financial reports.
- Responsible for preparing 5 year rolling asset management plans to ensure our assets are fit for purpose and are of good quality for our customers.
- Responsible for ensuring statutory and legislative compliance with all relevant laws regarding the operational side of the business.

## Key Responsibilities

- Engagement with all customers both tenants and leaseholders to ensure excellent customer satisfaction in our service delivery for all matters relating to defects, repairs, and maintenance.
- Deal with all customer complaints as they arise.
- Manage relationship between all external contractors, for all responsive and planned maintenance functions for our operations.
- Develop and oversee the systems that ensure the company complies with all applicable codes and best practice, in addition to its legal and statutory requirements, providing guidance to the Board as required.
- Monitor changes and ensure updates are communicated and implemented as required. Capture all asset data, so that we have clear information to ensure compliance and understanding of how our assets are performing.
- Liaise with external regulators and advisers, such as RSH, GLA, Homes England, lawyers, auditors, and the funders.
- To produce reports to the Board and other committees on governance issues, policies, performance of the business, best practice and other matters as required. Attend design team meetings, to address any design changes, or specific operational matters, which should be addressed as a scheme goes through planning.



- Attend site meetings, to monitor progress of projects under construction, monitor any changes to assets, data, and capture in our asset management systems.
- Co-ordinate with the wider operations team, to pick up any issues and changes to the project that may affect operational matters pre handover.
- Work with the Independent Certifier, Site Manager and technical teams to ensure all data, warranties, and health & safety compliance is obtained before practical completion.
- Co-ordinate with the construction team, operations team, and funders, when notices are served for practical completion, so that a smooth and timely handover can take place, for customers to move in.
- Develop, manage and co-ordinate performance reporting, customer satisfaction and service improvement to the Board, Shareholders and to those who have commissioned services.
- Design, implement, assess, improve, and maintain appropriate business support systems, business plans, strategies, processes, and procedures to meet company goals.
- Establishing company policies, implementing necessary changes, and adhering to compliance procedures, laws, and regulations to ensure the efficient and effective running of the day-to-day business.
- To ensure that all property related contracts are administered to meet Square Roots and our funders requirements and all the necessary regulatory bodies' standards and procedures.
- Ensure Square Roots delivers an effective property maintenance service across all tenures in accordance with management contracts, between Square Roots and their funders including customer satisfaction, competence, compliance with statutory and regulatory requirements including gas servicing, electrical, fire safety, legionella, and asbestos, where relevant.
- Actively seek improvements to the planned and reactive maintenance service that improve value for money, enhance property values and increase customer satisfaction including the review of internal processes and procedures.
- Lead the delivery and implementation of appropriate health and safety policies, procedures, and systems including risk assessments, to ensure all staff are aware of their responsibilities and are supported to meet their responsibilities for regulatory and statutory compliance across all tenures, incorporating all fire risk assessments, electrical testing, legionella, gas safety, and all plant machinery site specific requirements.
- Manage the performance of appointed contractors to ensure they meet the needs of current and future planned and reactive maintenance works. Procure new contractors in accordance with the procurement procedure rules set out by our funders and establish the most cost-effective rates for work across the contractor list whilst ensuring quality is maintained.
- Support the Head of Compliance & Customer Services in the setting up and monitoring of the overall capital budgets including responsive and planned repair and maintenance budgets and ensure targets and budgets within the annual maintenance and improvement plan are met for our funders.
- Develop and implement a robust data collection strategy and use a range of modelling techniques and metrics to inform future investment planning and budget setting, including service charge budgets.
- Collaborate with colleagues within your own team and other internal/external teams, engaging at an early stage, contribute to decisions and strive to ensure the best product is delivered for customers and funders.

# Key Attributes/Person Specification

- Membership of professional body such as RICS, or CIH, other relevant qualification or ability to study to achieve.
- Experience in Financial Management Systems and managing budgets.
- Experience and understanding of regulatory requirements of the sector legislation, policy, and practice.
- Significant relevant experience in customer engagement, asset and property management and maintenance.
- Comprehensive IT skills and able to use Microsoft Office software in addition to specialist software applications.
- Demonstrable experience of implementing, developing, and improving administrative processes.
- Experience of working within legislative frameworks, with responsibility for monitoring and ensuring compliance.
- Experience of working as part of a team.
- Experience of developing, monitoring, and reporting performance indicators and measures.
- Experience of collecting and analysing data.
- Experience of working with external/internal contacts and agencies.
- Preparing tender documents for asset contracts and administering the tender process in accordance with legislative and policy requirements in the procurement process.
- Proven track record of managing budgets.
- Experience of collecting and analysing data.
- Excellent verbal and written communication skills.
- A highly motivated self- starter and, completer/finisher.
- Customer focused.
- Able to use judgement and discretion.
- Able to work on own initiative/take responsibility.
- Accuracy and attention to detail.
- Professional manner and approach at all times.
- Can do attitude, driven by a desire to make a difference.
- Have excellent interpersonal skills.





# To apply

To apply for the role please visit [www.oceanedge.biz/squareroots](http://www.oceanedge.biz/squareroots)

Closing date Wednesday 4 December, 2024.

Interviews scheduled to be held 12 and 13 December 2024.