

Recruitment Pack –

# Commercial Operations Manager

37.5 hours per week

December 2024



# Hello...

Thanks for your interest in this brand new and exciting role.

We're Solo Housing (East Anglia) and whilst we may be small, we are perfectly formed, unique and not afraid to dream big. In short, we are on a mission to make a difference.

Originally established in 1985 as the Campaign for Single Homeless (COSH), we became Solo Housing (East Anglia) in 1996 and are a Registered Provider of Social Housing and a Registered Charity.

Since our inception, we've worked tirelessly alongside trusted partner organisations, including local authorities, fellow registered providers, charities and private landlords. Together, we support single people who are facing homelessness, or at risk of losing their home.

We have a hugely supportive and knowledgeable Board and our ambitions include steady but significant growth, acquiring and building new homes, to expand our capacity to deliver high-quality services to single people in need.

This role has been made possible by initial funding from the National Lottery's Community Fund and is all about setting up a social enterprise delivering cleaning and maintenance services for Solo, before selling these services to others. We aim to have at least 25% of its workforce coming from our residents (current or ex) and the service should be profit making within 18 months.

Clearly, we can only make this all possible by having the very best person leading it. So, if you are an **experienced Commercial Operations Manager**, who's energetic, dynamic, forward thinking, has an upbeat personality, is great with people and wants to be part of something quite special, then don't delay in submitting your application.

This is a key leadership role within Solo and integral to supporting our future ambitions, so shrinking violets need not apply!



Andrew Meyer  
Chief Executive

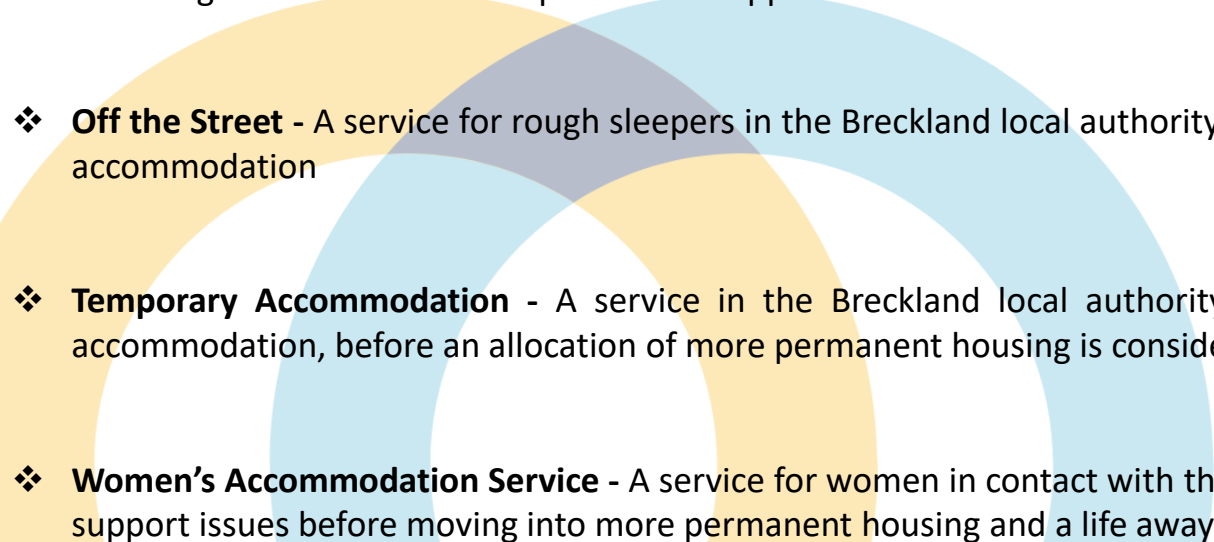
# What we do...

We offer practical help and support to single people of all ages throughout East Anglia who are experiencing homelessness, at risk of losing their home, or simply wanting some support.

We understand that everyone's situation is different and that's why we provide a range of tailored services:

- ❖ **Lodgings Scheme** - This innovative program matches people with spare rooms to those seeking affordable housing. The benefits are mutual, providing landlords with a tax-free income, while fostering companionship and household support
- ❖ **Supported Housing Accommodation** - Temporary housing solutions, spanning up to 2 years, focused on equipping individuals with the skills needed to sustain long-term accommodation. We offer single occupancy, shared living and hostel options, all backed by the unwavering support of Solo colleagues
- ❖ **General Needs Accommodation** - Low-cost, self-contained single-person housing serving as a crucial steppingstone for people transitioning from Supported Housing

# What we do cont...

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- ❖ **Accommodation Access and Assertive Outreach** - Triage assessments and support to people to access accommodation in the Breckland, Broadland and South Norfolk local authority areas. This service includes assertive outreach, supporting single people at risk of losing their accommodation, or those not accessing wider homelessness prevention support
  - ❖ **Off the Street** - A service for rough sleepers in the Breckland local authority area who are supported to resettle into either supported, or more permanent accommodation
  - ❖ **Temporary Accommodation** - A service in the Breckland local authority area of shared accommodation for single people who require temporary accommodation, before an allocation of more permanent housing is considered
  - ❖ **Women's Accommodation Service** - A service for women in contact with the criminal justice sector on their release from prison, helping them address key support issues before moving into more permanent housing and a life away from crime

## Our offer as an employer...

We are driven by our commitment to making a difference to the lives of others and this extraordinary mission, is made possible by our exceptional team and we believe that attracting and retaining the very best talent, is key to our continued success.

In return for your hard work and dedication, you can expect:

- ❖ **Competitive Salary:** A starting salary of £36,000 pa
- ❖ **Generous Leave:** 28 days of annual leave, increasing to 30 days after two years of service, in addition to bank holidays
- ❖ **Pension Contributions:** 6% employer pension contribution, only requiring a 2% contribution from you
- ❖ **Health Cash Plan and 3 x Annual Salary Life Assurance:** To look after yourself and your family
- ❖ **Flexible Working:** A Hub | Home | Roam approach allowing for flexibility in your working practices
- ❖ **Training and Technology:** Access to the right technology and training to excel in your role and continue your professional development
- ❖ **Supportive and Fun Culture:** A culture of support and inclusion, where every voice is valued and everyone can be their true selves. We want our people to enjoy their jobs and to have fun!

# The detail...

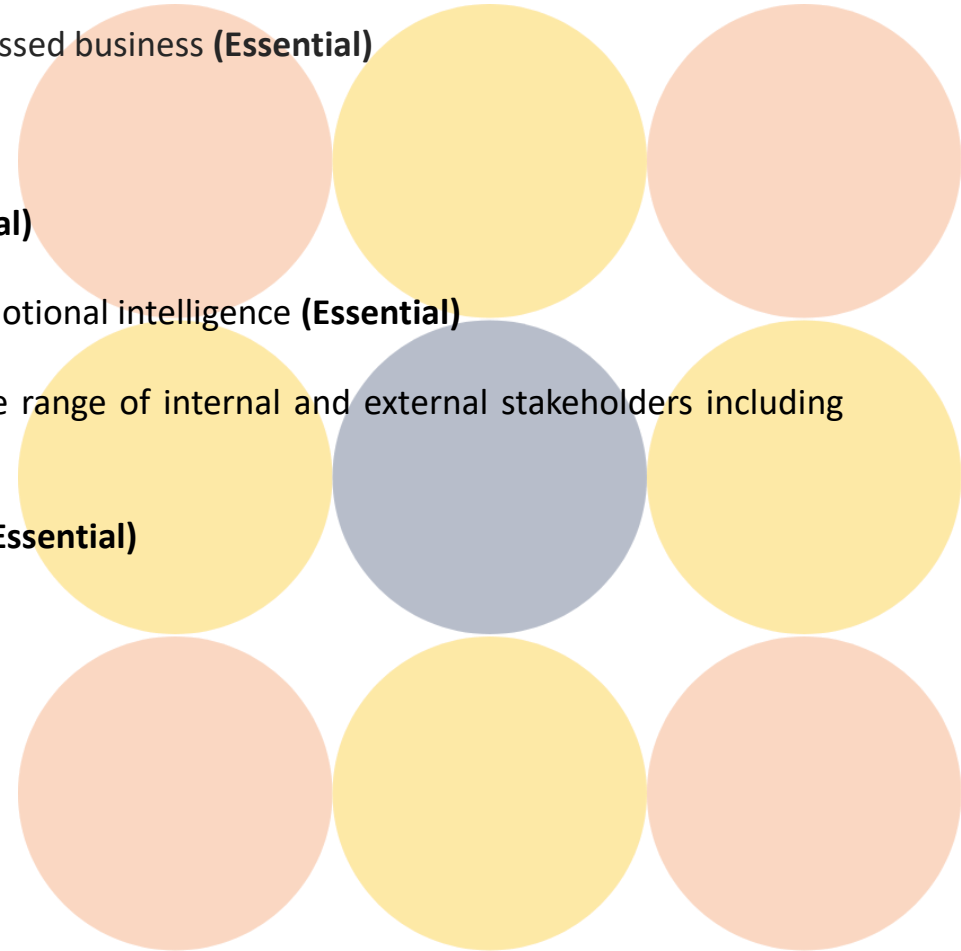
## About the role:

This is a brand-new role and the person in it, will be expected to use their highly developed skills, experience and pragmatism to lead the service.

The postholder will report directly to the Chief Executive and will be based at our Head Office Hub in Bury St Edmunds.

## The right person will:

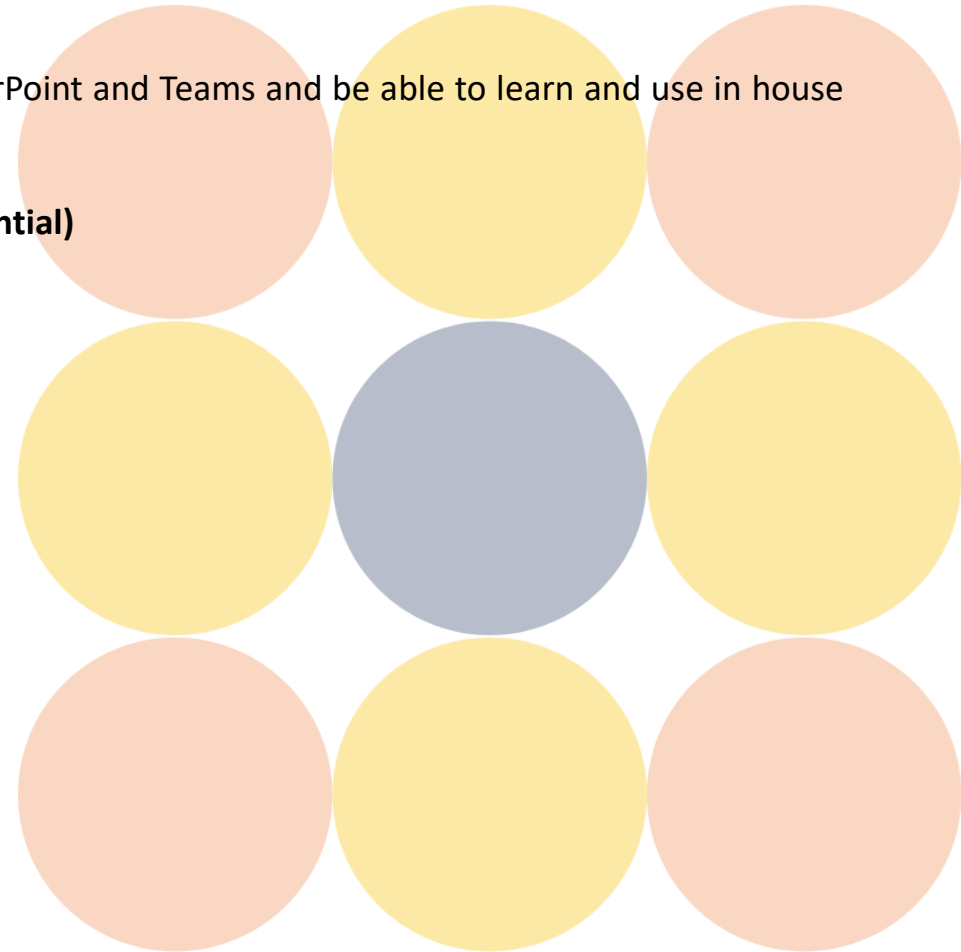
- Have evidence of entrepreneurial skills and experience of running a successful customer focussed business **(Essential)**
- Be able to think 'out of the box' and work at pace **(Essential)**
- Be able to work as part of a team as well as independently with minimal supervision **(Essential)**
- Be able to demonstrate experience of being an effective line manager with high levels of emotional intelligence **(Essential)**
- Have excellent interpersonal skills and the ability to communicate and work with a diverse range of internal and external stakeholders including training providers, colleges, etc **(Essential)**
- Be able to think about the bigger picture and make key links across all parts of the business **(Essential)**
- Be able to prioritise own workload and ensure deadlines are met **(Essential)**
- Have high levels of organisational skills **(Essential)**
- Have experience of leading and inspiring dispersed teams **(Essential)**

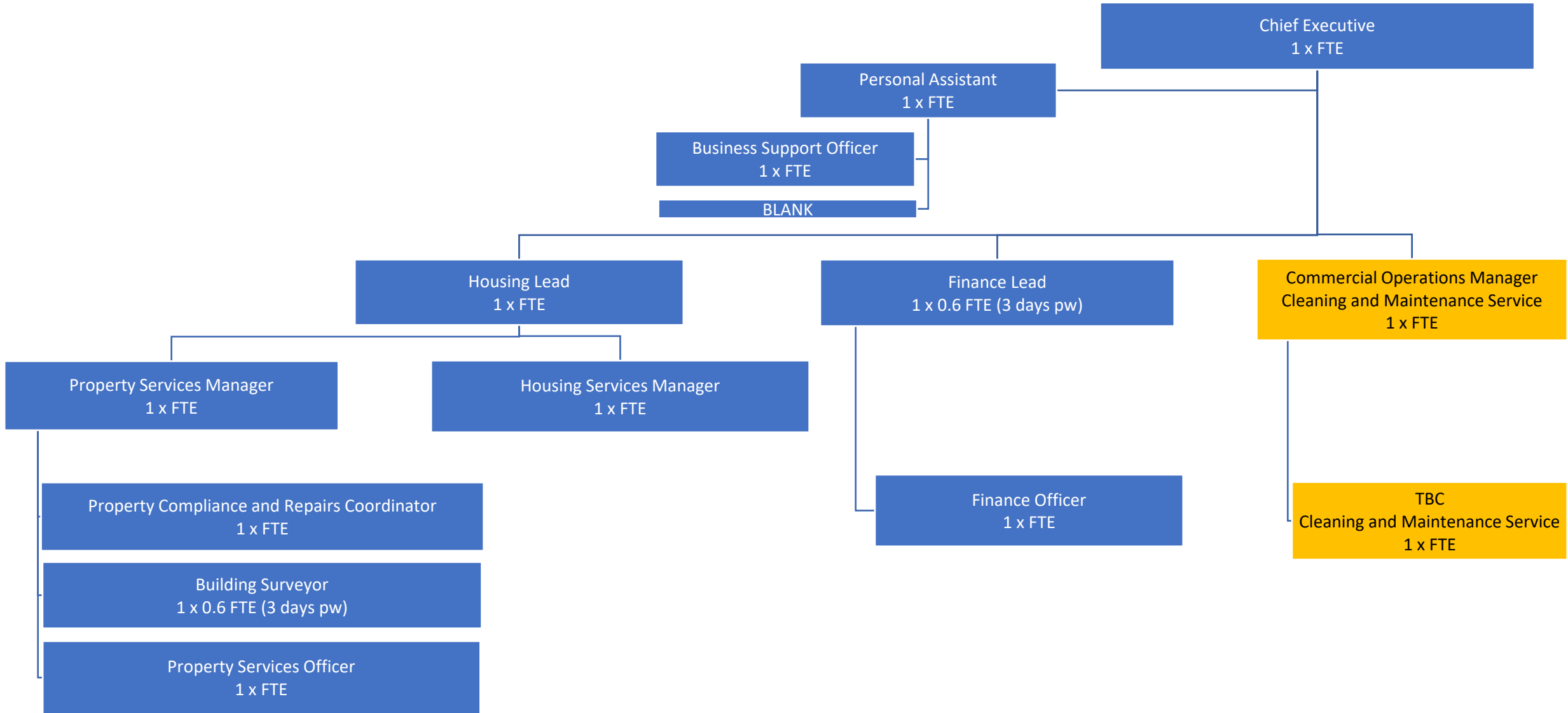


# The detail...

## The right person will cont....

- Have experience of coaching and developing direct reports and other colleagues **(Essential)**
- Have high levels of understanding equality, diversity and inclusion issues in any setting **(Essential)**
- Have high levels of knowledge of maintaining Professional Boundaries **(Essential)**
- Be highly competent in the use of Microsoft packages including Word, Excel, Outlook, PowerPoint and Teams and be able to learn and use in house systems **(Essential)**
- Hold a full UK driving licence with unrestricted access to a suitable vehicle for work use **(Essential)**
- Be able to successful pass and maintain an Enhanced DBS check **(Essential)**
- Be willing to undertake professional development training to fulfil their role **(Essential)**
- Understanding of homelessness and its impact **(Desirable)**
- Understanding of the social housing sector **(Desirable)**
- Experience of setting up and/or running a social enterprise **(Desirable)**







## How to apply...

**We really value quality and high standards, so applications received without the following will not be considered, so please do take the time to showcase your best self.**

To get the very best people, we want to hear their authentic voice and not just see an ability to reel off point after point from a job description.

To apply and bearing in mind you will already be an experienced Commercial Operations Manager, please send to **hello@solohousing.org**:

- ❖ Your full and detailed CV
- ❖ A letter, statement or indeed something completely different, telling us why you for this role, what you would bring to Solo, what you would want to achieve in the role and where you see yourself in 5 years' time

**Closing Date:** Midnight, Sunday 16 March 2025

**Interviews:** Thursday 20 March 2025 in person in Bury St Edmunds