

Ripon YMCA
5 Water Skellgate
Ripon
HG4 1BQ
Tel 01765 607609

Email: ceo@riponymca.org

August 20

Re: Housing Operations Manager

Dear Candidate

Thank you for your interest in the Housing Operations Manager vacancy. Please note we do not accept CV's and will only consider applications completed on our form. The full application pack includes:

- This letter and information about Ripon YMCA
- Job Description and Person Specification
- Ripon YMCA application form and equal opportunities form

See below for the advertisement details and an overview of our activity.

This role is a new permanent position created following a strategic review during the initial months of the Coronavirus pandemic. The review highlighted the priorities and opportunities available to Ripon YMCA if we added capacity to the existing team. We have, therefore, decided to invest in a Housing Operations Manager to oversee the housing provision, tenant support and facilities management.

To attract the maximum interest in the role we can offer this post at 28 hours up to 37 hours per week. Please clearly indicate how many hours you would like to work in your personal statement on the application form. We are willing and able to provide flexibility for school holidays or existing commitments.

Following the closing date, we will review the applications and shortlist for interview. If you are not successful, we will send you an email (please provide an email address). We will not provide feedback to unsuccessful applicants at this stage. If we want to invite you for interview, we will phone / email and provide you with the necessary details for the process.

Any position offered following the interview stage will be conditional on the basis of 2 satisfactory references and a satisfactory DBS check.

Please contact us if you have any questions or queries.

Yours Sincerely,

Lucy Gratton
Chief Executive Officer

Ripon YMCA
4 – 5 Water Skellgate
Ripon
HG4 1BQ

01765 607609
Charity No: 250986



Advert – Housing Operations Manager:

Contract:	Permanent
Salary:	£28,463
Hours of work:	28 hours up to 37 hours per week
Place of work:	Ripon YMCA
Holidays:	29 days pro rata
Closing date:	5pm – 22nd September 2020
Interview dates:	Week commencing the 28 th September 2020.

The role:

Ripon YMCA are seeking an experienced and supportive manager to oversee day to day management of it's accommodation provision, and to fully engage with our ongoing development and ambitious plans for the future.

Working closely with our CEO, Housing Support Workers and Facilities Worker we require a can-do and practical person who can fully engage with all aspects of operations from rent management, tenant support, maintenance, safeguarding and health & safety.

Our priority is to ensure our accommodation is safe and secure, and that our tenants have an individual support plan based on their needs and aspirations. Our accommodation is classed as move-on, and therefore we aim to move tenants into independent placements once they leave us.

All our tenants have faced difficult situations with many coming to us following a breakdown in family relationships. Ongoing assessment of our tenants is vital to ensure we can assess need, respond, and support the development of independent living skills and assess risk. We also encourage our tenants to engage in the development of provision and participate in the day to day life of our YMCA community.

The ideal candidate for this worthwhile and varied role would be someone with:

- Knowledge and experience of working within a supported housing environment
- Experience of managing and supporting staff
- Experience of targeted support work with young people and young adults
- Experience of overseeing Health and Safety requirements and facilities management
- Good project management skills

The role requires that the successful candidate be expected to work at least 4 days per week, to include Mondays. We can offer this role as a 28-hour post up to full time at 37 hours.

We generally work Monday to Fridays in the daytime, but do require flexibility. Opportunities for training and CPD are available to meet and maintain skills and knowledge requirements for this varied role.

For more information or to discuss the role further, please contact Lucy on 01765 607 609 or lucy@riponymca.org from the 7th of September.

What is the Ripon YMCA?

Ripon YMCA is an independent registered charity and registered housing association. We are a member of YMCA England and Wales. We provide Supported Housing to young people aged between 16 to 35 who are disadvantaged and vulnerable.

Ripon YMCA is run by a board of trustees consisting of a President, Chair, Vice Chair, Treasurer and a board of management of up to 10 trustees.

The YMCA provides 19 fully furnished bedsits with kitchens and shared bathrooms. We provide temporary supported accommodation for single people between the ages of 16 years and 35 years old. In early 2021 we will open our 3-bedroom shared house for tenants. This facility will ideally be for those young people who have been in our supported housing and are wanting to move towards independent living with other people.

Structure and practice

We have a small staff team consisting of a Chief Executive, 2 Housing Support Workers (HSW) a Finance Administrator and Facilities Worker. The position of Housing Operations Manager is new and has been created following a strategic review.

Support for tenants is generally provided Monday to Friday by the HSW team. Tenants are provided with a Keyworker, although are encouraged to develop relationships with all members of staff.

We work holistically with young people encouraging them to learn and develop skills to help them live independently. Ultimately, our work is to support young people to engage in employment, training or education and to move out of the YMCA to live independently.

Support can range from helping with budgeting, debt, cooking and tenancy maintenance, support to attend meetings, mental health appointments and interviews, and accessing training, employment or volunteering.

Since early 2019 we have eliminated the use of a duty phone / on-call rota and significantly increased the tenant's independence in relation to minor issues or concerns they have out-of-hours. An out-of-hours service called NPA24:7 provide telephone assistance and emergency contractors to site in addition to the availability of the Emergency Services. However, in the exceptional circumstances of a major incident (e.g. buildings fire) staff should be contactable by NPA24:7 or the CEO to provide assistance if available and appropriate and will be compensated for any time or inconvenience.

As a small team it's essential that the day-to-day running of the YMCA is shared amongst the team. All staff are required to have a hands-on attitude and expected to be proactive and forward thinking. We learn from situations and incidents to ensure we improve and continually reflect and develop our thinking and resources.

Coronavirus has challenged us, but also given us the opportunity to review our services and develop our plans. Here is our refreshed vision, mission and values and new strategic goals.



Our vision

Ripon is a place where all young people can live safely, securely and independently, fulfilling their potential, and being valued members of the community.

Our mission

To remove young people from homelessness through the provision of accommodation, and address issues that prevent young people from achieving their potential, such as poor mental health, family breakdown, lack of opportunities and aspirations.

Our values and our faith statement

We Seek Out; We are excited about creating working partnerships and connecting with the local community

We Welcome; We offer all young people the space they need to feel safe, respected, heard and valued

We Inspire; We inspire tenants, young people, partners and stakeholders by having a passionate and professional approach to what we do

We Speak Out; We advocate on behalf of our tenants and young people

We Serve; We are dedicated to serving young people

Faith

At the YMCA, everything we do is influenced and led by our values, which are as important to us today as they were when the organisation was founded in 1844. Many of our values are rooted in the Christian faith and indeed, YMCA is an abbreviation of Young Men's Christian Association. Whilst some people who work or volunteer for the YMCA share a Christian faith, our ethos is to warmly welcome people of all faiths, and those of no faith, to participate in our activities, to support us, to volunteer with us and to seek employment with us.

Our strategic goals

1. To provide good quality, safe and secure accommodation in Ripon, helping to ensure the housing needs of young people are appropriately met.
2. To provide our tenants with a Personalised Support Programme to ensure they achieve their potential.
3. To work with others to ensure young people in Ripon have access to services that support their personal and social development, enabling them to make informed choices about their lives.
4. Extend our influence in order to raise awareness of youth homelessness and celebrate the positive contribution of young people in our society and community.