



# Oversight & Governance Manager

Working better together  
for our residents

> Operations Directorate > Customer Experience

## What's it all about

This role is new to NHG and has been created following a review to ensure we're set up in the best way to deliver the things that matter most to our customers and can meet the objectives of our Better Together corporate strategy.

Part of the Customer Experience Directorate, this role is pivotal in ensuring that Notting Hill Genesis remains at the forefront of customer journey enhancements across three key areas: Rent, Bills & Service Charges; Repairs and Maintenance; and Home Lifecycle. The Oversight & Governance Manager will provide robust oversight, governance, and accountability mechanisms to ensure that journey improvements are timely, effective, and aligned with organisational objectives.

## How you'll make a difference

The Oversight & Governance Manager will play a central role in tracking and monitoring the progress of customer journey enhancements, ensuring cross-functional alignment and clear accountability. By establishing rigorous governance structures, they will ensure that all journey improvements are prioritised, tracked, and delivered to the highest standards. Their expertise will be crucial in benefit realisation, ensuring that each enhancement delivers tangible value to both residents and the organisation.

In this capacity, they will collaborate closely with various teams, from finance to maintenance, ensuring that all journey improvements are cohesive, well-coordinated, and in line with best practices.

## How you'll do it

- Establish and maintain a robust governance framework for customer journey enhancements, ensuring clear oversight, accountability, and tracking mechanisms.
- Collaborate with cross-functional teams to ensure that all journey improvements are aligned

with organisational objectives and deliver tangible benefits.

- Establish a framework for capturing and recording baseline metrics to facilitate benefit realisation.
- Implement rigorous tracking and monitoring tools to ensure timely delivery of journey enhancements, identifying any bottlenecks or challenges and addressing them proactively.
- Champion benefit realisation, working closely with the finance team to quantify the value delivered by each journey enhancement, and with operational teams to quantify and articulate experiential improvements.
- Foster a culture of continuous improvement, encouraging teams to seek out innovative solutions and best practices in customer journey management.
- Ensure clear accountability across all teams involved in journey enhancements, with regular check-ins, updates, and feedback loops.
- Present insights, progress updates, and recommendations to senior management, advocating for resources, tools, or changes as needed to enhance the customer journey.
- Work together with the wider Customer Journey and Insight team and Customer Experience directorate to share best practice and champion the voice of the customer, driving and owning improvement and making a real difference to customer experience.
- Provide high quality reports and presentations on performance and against business plan objectives.

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.



- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at manager level.

### **Desired knowledge, experience and skills including qualifications and professional membership**

*Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.*

- Profound knowledge of governance frameworks, and best practices.
- Experience in overseeing and optimising customer journeys, with a particular focus on governance and oversight.
- Strong analytical skills, with the ability to track progress, identify challenges, and ensure benefit realisation.
- Exceptional communication skills, adept at facilitating workshops, engaging stakeholders, and presenting insights.
- Demonstrated ability to collaborate with cross-functional teams, ensuring alignment, accountability, and effective delivery of journey enhancements.
- A genuine passion for enhancing the customer experience, coupled with the creativity and rigour to ensure effective governance and oversight.
- Familiarity with digital tools and platforms used for project management, tracking, and feedback collection.

- Exceptional time management, planning, prioritisation, and organisational skills with ability to work to tight timescales and under pressure, delivering work of great accuracy and quality.

- Ability to work closely with the Head of Customer Journey & Insight, ensuring alignment, collaboration, and effective delivery of customer journey improvements through insight-driven strategies.