

Policy and Projects Officer

Operations > Supported and Temporary Housing

What's it all about

You will support retirement leasehold operational colleagues with regulatory compliance, deliver diverse projects, and oversee supported and temporary housing policies and procedures.

How you'll make a difference

Your expertise will help ensure we deliver accurate and compliant leasehold consultations. Your oversight of internal policies and external regulations will support operational teams to deliver high quality and compliant services. By delivering projects related to quality and best practice you will enhance colleague knowledge and improve the service we provide to our residents.

How you'll do it

- Assist operational teams to deliver section 20 consultations for retirement leasehold residents.
- Oversee and update departmental policies and procedures to ensure legislative and industry good practice requirements are met.
- Assist in the research for and preparation of departmental and corporate responses to policy consultations as required.
- Embed learning across the operational teams by supporting the creation of training materials and assisting the delivery of training sessions to colleagues.
- Undertake horizon scanning to identify best practice and regulatory changes.
- Plan and deliver small projects on subjects ranging from property management to service improvement, ensuring quality delivery to time and budget.
- Matrix manage colleagues where appropriate to ensure successful delivery of projects.

- Support the identification and management of key risks within the department.
- Promote and provide guidance on GDPR requirements and compliance to improve services and minimise breaches as well as undertake tasks to ensure compliance across the department.
- Support the collation of departmental requirements for IT systems, including our case management system.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

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. Please [refer to the framework](#). This role is at **staff** level.

**Essential knowledge, experience and skills
including qualifications and professional
membership**

- An awareness of the relevant leasehold and supported housing legislation
- Experience of working in property management and alongside multiple teams
- Experience scrutinising and driving improvements in performance areas.
- Experience of working collaboratively with colleagues, internal and external stakeholders in a customer focused environment.
- An understanding of customer experience and service improvement methodologies and techniques, and how to apply these in practice.
- Experience of drafting and reviewing operational policy and procedure and of providing training on these.
- Experience of working in a service improvement environment identifying areas of good practice.
- Working knowledge of supported and temporary housing.
- Strong interpersonal skills; friendly, approachable, professional.
- Effective IT skills including intermediate MS Office skills.