NHG Expectations Profile

Level: Business Director

Framework overview

The expectations framework details the expectations that we have of our staff in terms of behaviours and attitudes required for the different levels of role. We have five different levels, those being colleague, team manager, operations manager, senior manager/head of service and business director. The framework supports the delivery of our business plan, and our culture and values. We use the framework for recruitment, development, and career progression for all our staff.

Expectations - definitions and indicators for business director

Please see below the definitions and example indicators which are designed to give an overview of what is expected of individuals at the business director level. The expectations are intended to be cumulative, with each level building on the levels below i.e. a person demonstrating "Personal Effectiveness" at business director level should also be demonstrating "Personal Effectiveness" at senior manager/head of service level and operations manager level.

The full expectations framework is available on our external job site and on MILO.

NHG mission and values

Central to this framework is NHG's mission and values. Our mission is to build and maintain quality affordable homes, creating diverse and thriving communities. This is our primary purpose. Everything else we do supports that.

Our values set out what we stand for. They help guide the way we work, behave and influence the decisions we make every day. They underpin the successful delivery of our strategic objectives by supporting a resident-focused service and helping us to work together successfully as one organisation. Our values should be visible in the way we behave at work and in our communities.

- Compassionate

- Progressive

- Dependable

- Inclusive

- Empowered

Personal effectiveness	Business and value-for-money focus	Working well with our people	Delivering excellent services	Health, safety and compliance
Co-operative and collaborative	Cost effective and commercially focused	Inclusive, consistent and fair	Understands needs, removes barriers and provides choice	Considers health, safety and compliance in all aspects of work
Curious and eager to learn	Objectives, priorities and results oriented	Focuses on outputs and delegates effectively	Consistently delivers and builds trust	Identifies, prevents and manages risk
Courageous and willing to confront difficulties	Efficient and effective	Wellbeing focused	Takes a balanced and measured approach	Adheres to policies and processes and ensures data and records are accurate and up to date
Accountable and responsible	Innovative and solutions focused	Owns and delivers communications	Clarifies decisions and direction	Stays up to date on specialist knowledge, laws and regulations

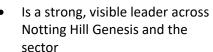|				
• Negotiates and leads on organisation and sector-wide solutions and improvements for the benefit of all colleagues and residents	• Raises Notting Hill Genesis's profile in the sector to build on our status as a leading housing provider	• Is a strong, visible leader across Notting Hill Genesis and the sector	• Displays visible leadership and clear communication to staff and residents, especially through the most challenging times	• Undertakes corporate responsibilities as appropriate, including membership on internal leadership groups and leading internal investigations within or outside their own department
• Leads by example, displaying openness, commitment, determination and integrity	• Motivated to solve the real issues across the sector and ensures we focus on these	• Is a role model of fairness and inclusion, and is culturally intelligent	• Identifies areas across our organisation in need of more strategic focus, and sponsors and leads projects that will innovate how we work	• Encourages a culture of safety, thoughtfulness and added value, rather than just compliance or ticking boxes
• Shares learning and procedural advances with other organisations in the sector	• Shares updates and plans with other business areas to ensure joined-up messages, priorities and objectives are disseminated across our organisation	• Supports all staff and residents to succeed, constantly challenging the status quo and removing possible barriers	• Sets the industry standard on digitalisation and easy access to services	• Ensures that all diversity and inclusion implications are considered in the development and implementation of policies, processes and strategies across the organisation