

# C&S Policy and Project Officer

## Care & Support

Overview	
<b>Role Purpose</b>	Deliver an efficient, professional and proactive administration and internal liaison services for Care & Support
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>Support or lead on the planning, delivery and completion of property management or process improvement projects</li> <li>Research projects, design and deliver changes to processes, procedures and reporting for service improvement</li> <li>Scoping and presenting department requirements for process and systems development for ICT and WW projects</li> <li>Maintaining and developing a pool of super users across the department to launch and imbed WW processes</li> <li>Publicising policy and procedure across department and enhancing staff knowledge and development</li> <li>Assist in an ongoing review of departmental policies and procedures, to ensure their adequacy and promotion</li> <li>Embed learning across the operational teams by creating self-serve best practice tools, templates, guidance etc.</li> <li>Design and deliver training materials and sessions</li> <li>Responsible for horizon scanning to identify best practice, outside of sector and learn what others in housing are doing</li> <li>Plan and deliver successful section 20 consultation processes in collaboration with other staff members and contractors</li> <li>Departmental GDPR administration responsibilities and ensuring and monitoring compliance</li> <li>Other discrete tasks and duties assigned by the quality, development and performance lead</li> </ul>
<b>Reports to</b>	Quality, development and performance lead
<b>Line management</b>	Matrix management of Care & Support staff to deliver work/projects where necessary
<b>Tier</b>	9
<b>Expectation Level</b>	Team Member – Job family - colleague
Role relationships	
<b>Internal</b>	NHG staff across the business up to Head of level
<b>External</b>	Residents, Local Authorities, Solicitors, Consultants, Contractors, G15 colleagues and wider sector stakeholders

## Role accountabilities

### Project Management

- Plan and deliver simultaneous departmental projects on subjects ranging from property management to service improvement
- Take the lead on the necessary research to develop the scope of project initiation documents for a range of projects and processes as required
- Assist or lead on projects in coordination or collaboration with a variety of internal teams and external professionals including surveyors, consultants and solicitors to deliver successful outcomes
- Matrix manage Care & Support staff where appropriate to ensure successful delivery of projects.
- Maintain reporting systems for projects and report to project sponsors to support the department with the development of IT systems and projects, particularly Workwise development
- Effectively communicate and deliver training to support the successful delivery and embedding of projects.
- Manage assigned budget appropriately and adequately ensuring adequate cost recovery and value for money
- Relay departmental requirements and ensure they are adopted as part of the project
- Ensure an effective balance between business and customer needs throughout projects design, implementation and advice
- Identify, flag and manage risk whether reputational or financial as part of the project

### Section 20 Consultation

- Assist or manage delegated leasehold services QLTA Section 20 consultations in collaboration with other Care & Support staff members
- Work with other departments or external contractors and legal teams to define the successful implementation of consultations
- Collate and review data to define which works or contracts require consultation to be undertaken and who needs to be consulted on them
- If required, prepare notices for service by and record and respond to observations received to ensure due regard is given.

### Policy and procedure

- Implement, maintain and update Care & Support policies and procedures to ensure legislative and industry good practice requirements are met and advanced
- Engage with external and internal stakeholders ensure that appropriate information and updates are incorporated into department policies and procedures and that other business' processes support delivery of ours
- Create and maintain systems to ensure Care & Support staff are up to date and be the intranet editor for departmental policies and procedures
- Attend inter-departmental policy workshops or working groups as required to represent the interests of Care & Support
- Assist in the research for and preparation of departmental and corporate responses to policy consultations as required
- Effectively communicate and deliver training to support the successful delivery and embedding of policy and procedure

### Care & Support wider support

- Effectively promote collaborative approaches to engage NHG staff to work successfully to deliver high quality services with cost-effective outcomes
- Launch and manage super-user networks and define and disseminate tasks to other staff members across the department reporting back to their manager on their performance as required
- 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
- Take on the GDPR administration responsibilities for the department

## Role accountabilities

- Establish and maintain a culture of service improvement, supporting staff and the wider department to deliver change projects to meet developing and evolving customer needs.

### General

- Actively engage with new systems and processes including Workwise to support the effective delivery of service to customers.
- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

## Personal Specification

### Professional expertise (know how & experience)

#### Essential

- An awareness of the relevant leasehold and supported housing legislation, statutory and regulatory requirements around rent and service charge compliance
- Experience of drafting and reviewing operational policy and procedure and of providing training on these

#### Desirable

- Experience of working in property management
- Experience and an understanding of 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 working in a service improvement environment, identifying areas of good practice and improvement, and making an impact on service.

### Skills

#### Essential

- Excellent level of numeracy, sufficient to interpret financial information in spreadsheet and personal records, statements, invoices etc.
- Excellent attention to detail with ability to examine and check data and costs against agreed schedules.
- Effective communicator, able to liaise with staff and stakeholders at different levels.

#### Desirable

<ul style="list-style-type: none"> <li>Effective IT skills including intermediate MS Office skills</li> </ul>	
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>N/A</li> </ul>	

### NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a Colleague expectation level and therefore you should refer to the Colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

### Safeguarding

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| <ul style="list-style-type: none"> <li>Any appointment to this post is conditional upon and subject to:</li> </ul> | N/A |
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