

# NHG Expectations Profile

## Level: Senior Manager/Head of Service

### 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 senior manager/head of service

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

Co-operative and collaborative  
 Curious and eager to learn  
 Courageous and willing to confront difficulties  
 Accountable and responsible

- Sets a good example to all and inspires others to achieve
- Ensures the work of the department supports our wider organisation to achieve their business plans, strategy and organisational priorities
- Considers the delivery and impact of all messages and decisions on our wider organisation and on residents
- Ensures the department sustains a culture where it is safe to make mistakes and ask questions, and to speak up and provide challenge



### Business and value-for-money focus

Cost effective and commercially focused  
 Objectives, priorities and results oriented  
 Efficient and effective  
 Innovative and solutions focused

- Promotes commercial awareness and value for money across area of operation
- Champions change and new innovative ways of working across Notting Hill Genesis, striving for each day to be better than the day before
- Recognises both large and incremental achievements along the way to improve services, processes and systems.
- Sets high expectations for departmental budgets and operational efficiency, and encourages teams to find innovative, cost-effective solutions



### Working well with our people

Inclusive, consistent and fair  
 Focuses on outputs and delegates effectively  
 Wellbeing focused  
 Owns and delivers communications

- Provides constructive feedback and challenge across our organisation and enables business change and improvement
- Monitors decisions across the department for consistency and seeks to align these with corporate values, policies and messages
- Reinforces the importance of work/life balance and good mental health, leads by example and uses discretion to maintain staff wellbeing when appropriate
- Considers how decisions for the whole department will affect different staff and residents and ensures they will not have



### Delivering excellent services

Understands needs, removes barriers and provides choice  
 Consistently delivers and builds trust  
 Takes a balanced and measured approach  
 Clarifies decisions and direction

- Provides an overall vision for resident satisfaction, aiming to make Notting Hill Genesis a leader in the sector
- Develops strategies and business plans that provide residents with quality homes at affordable costs
- Flexes and changes strategies to reflect changes to resident needs as external circumstances evolve and reacts swiftly to significant events
- Recognises industry trends early on and adopts best practice to provide the optimum service to residents



### Health, safety and compliance

Considers health, safety and compliance in all aspects of work  
 Identifies, prevents and manages risk  
 Adheres to policies and processes and ensures data and records are accurate and up to date  
 Stays up to date on specialist knowledge, laws and regulations

- Creates and manages risk maps for the service, collaborating with specialists and other businesses across Notting Hill Genesis
- Establishes and maintains a safety culture where staff and resident safety and wellbeing is fundamental to the service
- Plans, organises and leads internal and external audits for the service, and ensures recommendations are communicated and implemented within required timeframes

unfair or adverse effects for any  
one person or group compared  
to others

