

# NHG Expectations Profile

## Level: Team Manager

### 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 team manager

Please see below the definitions and example indicators below which are designed to give an overview of what is expected of individuals at the 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



### Business and value-for-money focus

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



### Working well with our people

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



### 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



### 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

- Builds trust and promotes a culture that is safe, inclusive and respectful to all
- Tackles poor performance and unacceptable behaviour, delivering difficult messages clearly and with respect and sensitivity
- Seeks and provides regular and meaningful feedback and coaches and supports others to achieve
- Maintains sector and specialist knowledge and awareness of best practice to drive self and team excellence
- Understands and works to agreed budgets, spending wisely for value and setting clear income collection targets
- Examines data and uses it to drive improvement in team performance through objectives and performance indicators
- Develops team targets and workplans linked to business priorities and ensures they are clear and relevant for each team member
- Is committed to change and ensures this is incremental so that new ideas can be appropriately communicated, managed and tried out, and any teething issues can be identified and learnt from
- Recruits a capable, diverse workforce with varied backgrounds and experiences, acts as an example on how to appreciate and celebrate difference, and actively challenges bias
- Sets fair and appropriate objectives for the team and manages the achievement of these, and coaches and supports the team to help them grow and progress
- Monitors the wellbeing of team members, creates an environment where they feel comfortable to ask for support, and signposts to available services when needed
- Supports staff to tailor their approach to meet the needs and circumstances of individual residents, providing choice wherever possible
- Champions the use of new technology and digital systems
- Creates and demonstrates a culture of respect and inclusion, and understands and celebrates difference in our colleagues and residents
- Uses feedback fairly and impartially to learn lessons, ensures these are understood and modifies processes where appropriate
- Maintains oversight of compliance to ensure team members are adhering to standards and requirements
- Supports the team to use available information and advice to understand and manage risks associated with their day-to-day work
- Communicates and ensures understanding of changes and updates to relevant policies, laws and regulations

- Builds strong relationships within the team and encourages them to work cooperatively and collaboratively with residents, other business areas and stakeholders

