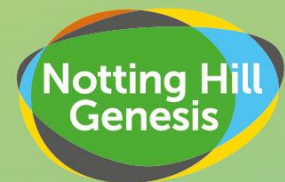


Quality, Development and Performance Lead



Working better together
for our residents

Operations > Supported and Temporary Housing

What's it all about

You will deliver good governance, monitor performance and embed continuous improvement into our practice. Identifying and pursuing opportunities for growth and service development.

How you'll make a difference

Working in the business development team and managing a team of specialists, this is a pivotal role for improving our services to ensure we deliver against the customer strategy and Better Together.

How you'll do it

Quality Framework

- Manage a quality framework to assess services provided to residents which provides assurance to senior management.
- Chair the serious case review group to deliver organisational learning.
- Identify and escalate risks to the senior management team and create proactive mitigations jointly with operational colleagues.
- Maintain corporate and directorate risk registers on behalf of supported and temporary housing.
- Deliver regular quality insight updates to the senior management team, establishing patterns and themes and recommending courses of action to continuously improve.
- Delegate key areas of work to your direct reports to ensure we gain quality assurance across the business.
- Test and strengthen business continuity plans at regular intervals.
- Oversee performance reporting, data analysis and insight for supported and temporary housing.

Improvement Programme

- Horizon scanning to identify best practice inside and outside of sector.

- Through your team, oversee the roll out of any offers and pilot programmes targeted at improving services.
- Oversee improvement action plans for services, working with senior operational colleagues to prioritise actions and target central resources for support.
- Oversee outputs from working groups led by your teams.
- Lead on development of practical guidance and learning programmes responding to identified needs and knowledge gaps.
- Involve customers wherever possible in all the work for which you are responsible.
- Develop a framework for evaluating the impact of and disseminating learning from all activities, ensuring the team is a valuable and visible resource.
- Support operations to improve and prioritise actions, sharing accountability for the change in performance against agreed metrics and providing hands on support where necessary.
- Represent the systems-needs of supported and temporary housing, liaising with colleagues in IT and other internal services to ensure we are in line with organisational policy and accessing systems we need.
- Lead on the development of our training offer, career pathways, and succession planning.
- Represent the business at external forums, sharing best practice from across the sector.
- Contribute to annual business planning.

Policy and Regulation

- Be the supported and temporary housing representative to the policy team highlighting key policies for supported and temporary housing and coordinating feedback as required.
- Provide expertise on regulation affecting supported and temporary housing, including retirement leasehold.
- Ensure supported and temporary housing colleagues are up to date with legal changes, regulatory requirements and are advised

when changes to policy and procedures are required.

- Implement, maintain and update policies and procedures to ensure legislative and industry good practice requirements are met and advanced.
- Research for and prepare responses to government or other policy consultations.

Service Development

- Support the service development officer to manage supported and temporary housing communications, run events, and complete relevant tenders.
- Deliver high quality tenders, including modelling to confirm they are sustainable, and ensuring projects follow the internal governance process.
- Set up key strategic partnerships which will enhance our service offer or expertise to customers and bolster our reputation.
- Work closely with colleagues in development to ensure new developments meet the specialist needs of our customers and commissioners.
- Ensuring the Impact Fund is well managed and used to reduce hardship, social isolation, and deliver health and wellbeing outcomes.

General

- 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 **manager** level.

This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills including qualifications and professional membership

- Excellent understanding of supported housing and the customer groups living in our accommodation, demonstrating knowledge of the challenges, risks and scope to improve people's lives.
- Excellent understanding of the regulations surrounding supported and temporary housing.
- Direct experience of delivering supported and/or temporary housing services and managing operational teams.
- Excellent written communication skills; able to produce clear, accessible reports, policy documents.
- Able to challenge peers whilst maintaining effective relationships.
- Able to develop strong internal networks to deliver new programmes or initiatives.
- Excellent verbal and presentational skills.
- Able to analyse complex data, drawing conclusions and providing recommendations to the business.
- Effective IT skills including intermediate MS Office skills
- Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.
- Basic DBS Disclosure