

Policy & Procedure Delivery Officer



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> Operations Directorate > Customer Experience

What's it all about

We're looking for experienced, and dynamic Policy & Procedure Delivery Officer to work with the business to deliver accurate and meaningful policies and procedures that reflect best practice and ensure that we deliver on all legislative requirements.

How you'll make a difference

As a key member of the customer experience department, you will play a crucial role in aligning the work you do with our corporate objectives and help us to deliver against the six priorities in our customer strategy.

This is an exciting opportunity to champion new and different ways of delivering our policies to promote inclusive and equitable approaches, and create a culture of continuous learning, compliance and improvement to ensure that we meet our legislative requirements.

How you'll do it

- Carry out reviews in line with our agreed methodology with a 'lifecycle' principle of scoping, developing, implementing, reviewing and maintaining policies and procedures.
- Prepare briefings and deliver relevant policy training courses for staff.
- Contribute to a programme of policy, good practice and renewal which is responsive to the external environment and incorporates findings from improvement projects and external inspections.
- Maintain an up-to-date, user-friendly online policy and procedure manual for all users.
- Work with Regulatory Quality Assurance Lead to understand key risks on procedural non-compliance and work with the business to identify improvement ideas, developing improvement projects and tests, and embedding these as business as usual.
- Support colleagues as required to develop and improve service delivery, identifying changes in regulatory/legal requirements, customers and deliver cyclical briefings, communications, website updates to ensure

practical understanding and application of key legislative changes.

- Identify and share ideas and models of good practice in service delivery, working with colleagues across the business to develop these ideas as required.
- Represent NHG externally at relevant forums in the sector.
- Develop and maintain relationships with colleagues across NHG and with external stakeholders and consultants to ensure NHG is compliant and also meeting good practice requirements.
- Develop and deliver policies across business areas focussing on priority, policy driven deliverables with measurable social impact/ corporate strategic alignment, delivery of agreed workplans and continuous improvement.

All about you

Behaviours for success

You will need to show us how you match our values, and how you'll behave to ensure those are visible when carrying out your work.

Essential knowledge, experience and skills

- Comprehensive and up to date knowledge of legislation, statutory and regulatory requirement relating to the social housing sector and relevant NHG business streams.
- Ability to work effectively in a partnership context and to develop effective working relationships between partners.
- Understanding of relevant policy and practice areas.
- Awareness and understanding of the practical application of related legislation.
- Experience of managing and developing effective business relationships with internal and external stakeholders
- Experience of developing policies and procedures in a similar operating environment.



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- Excellent report writing and presentation skills with a confident delivery style
- An understanding of how to develop and deliver policy work and experience in delivering policy support and outputs.
- Experience drafting and editing a range of policy documents and briefings.
- Good interpersonal and influencing skills.
- Demonstrable track record of engaging with decision-makers and leaders.
- Experience of implementing changes to policies and procedures in a complex business
- Excellent written and verbal communication and presentation skills; experience of preparing and delivering reports to Board level.
- Be able to develop clear targets and deliver to set KPIs.
- Excellent time management skills and the ability to work to tight deadlines.
- Excellent spoken and written English

General

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.

Provide high quality reports and deliver presentations when necessary.