

Policy and Projects Officer Operations (Home Ownership)

Overview	
Role Purpose	<p>A key role within Home Ownership supporting the operational delivery of both Leasehold Services and Business Support. Working independently or in support of the Policy and Projects Manager and with colleagues, stakeholders and external suppliers as required.</p> <p>Planning and delivering a diverse set of simultaneous projects for the Home Ownership department as well as the research, maintenance and publicisation of its policies and procedures.</p> <p>To further support the Home Ownership directorate in ensuring commercial, legislative and best practice compliance in a number of areas including general compliance, building safety and GDPR.</p>
Responsible for	<ul style="list-style-type: none"> • Support or lead on the planning, delivery and completion of property management or process improvement projects • Research projects, design and deliver changes to processes, procedures and reporting for service improvement • Scoping and presenting department requirements for process and systems development for ICT and WW projects • Maintaining and developing a pool of super users across the department to launch and imbed WW processes • Publicising policy and procedure across department and enhancing staff knowledge and development • Assist in an ongoing review of departmental policies and procedures, to ensure their adequacy and promotion • Embed learning across the operational teams by creating self-serve best practice tools, templates, guidance etc. • Design and deliver training materials and sessions • Responsible for horizon scanning to identify best practice, outside of sector and learn what others in housing are doing • Plan and deliver successful section 20 consultation processes in collaboration with other staff members and contractors • Departmental GDPR administration responsibilities and ensuring and monitoring compliance • Other discrete tasks and duties assigned by the Policy and Projects Manager
Reports to	Policy and Projects Manager
Line management	N/A
Tier	9

Expectation Level	Colleague
Role relationships	
Internal	Broader Home Ownership directorate, Wider Commercial Services directorate, Development, Regeneration and Assets, Housing, ICT, Workwise, Finance and BID directorates
External	Customers, Solicitors, Consultants, Contractors including ICT contractors, G15 colleagues

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 Property Management Officers and Coordinators 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 Home Ownership 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
- Prepare notices for service by mailing house and record and respond to observations received to ensure due regard is given.

Policy and procedure

- Implement, maintain and update policies and procedures to ensure legislative and industry good practice requirements are met and advanced
- Engage with external and internal stakeholders including BID and other departments to 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 Leasehold Services staff are up to date and be the intranet editor for departmental policies and procedures

Role accountabilities

- Attend inter-departmental policy workshops or working groups as required to represent the interests of home ownership
- 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.

Home Ownership 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
- 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.
- Deputise for Policy and Projects Manager during periods of holiday or sickness absence, including attending meetings, managing budgets and expenditure, preparing and presenting reports etc.

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

- 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 drafting and reviewing operational policy and procedure and of providing training on these

Desirable

- An awareness of the relevant leasehold and housing legislation, statutory and regulatory requirements around rent and service charge compliance
- Experience of working in property management
- Experience and an understanding of scrutinising and driving improvements in performance areas.

<ul style="list-style-type: none"> • Experience of working in a service improvement environment, identifying areas of good practice and improvement, and making an impact on service. 	
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Effective IT skills including ability to learn how to manage new IT systems as they are implemented • Excellent organisational skills to allow yourself, and engage others to meet deadlines • Excellent problem solving and analytical skills, demonstrating curiosity and the ability to understand a range of complex information to identify issues • Excellent verbal and writing skills 	
Qualifications and/or professional membership	
Essential	Desirable
	<ul style="list-style-type: none"> • Member level IRPM or commitment to work towards this qualification within 12 months.

NHG Expectations
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is a colleague expectation level and therefore you should refer to the expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

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