

# Policy Officer

## Customer Experience & Policy

Overview	
<b>Role Purpose</b>	<p>The Business Improvement Directorate ensure that NHG is robust in terms of regulatory and legislative compliance and strives to assist businesses to continuously improve.</p> <p>The Policy Officer will be an expert in their field, providing policy advice and support to teams across housing and care &amp; support, developing and implementing policy changes. Your knowledge of housing, and love of new ideas, will come together to develop modern procedures and training to support our policies and deliver impactful service improvements.</p>
<b>Responsible for</b>	Reviewing and developing policies and procedures.
<b>Reports to</b>	Head of Policy and Customer Experience
<b>Line management</b>	Policy Manager
<b>Tier</b>	Tier 8
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	<i>Housing, Care &amp; Support</i>
<b>External</b>	<i>Stakeholders, including housing providers, think tanks and charities</i>

Role accountabilities	
<b>Key tasks</b> <ol style="list-style-type: none"> <li>1. Develop and review policies and procedures, ensuring that these are compliant with legislative and regulatory requirements and good practice and drive improvements to service delivery.</li> <li>2. Help teams keep up to date with policy, legal and regulatory requirements, by providing advice, expertise, training and quality assurance information.</li> <li>3. Contribute to systems to keep the businesses up to date with legal changes, regulatory requirements and advising where changes to our policy &amp; procedures are required.</li> <li>4. Carry out reviews in line with our methodology with a 'lifecycle' principle of scoping, developing, implementing, reviewing and maintaining policies and procedures.</li> <li>5. Prepare briefings and deliver relevant policy training courses for staff.</li> <li>6. Contribute to a programme of policy, good practice and renewal which is responsive to business needs, the external environment and incorporates findings from improvement projects and external inspections.</li> <li>7. Maintain an up-to-date, user-friendly online policy and procedure manual for all users.</li> <li>8. Deliver service improvements, working alongside the business to identify improvement ideas, developing improvement projects and tests, and embedding these as business as usual.</li> <li>9. Support colleagues as required to develop and improve service delivery, identifying changes in regulatory/legal requirements, expectations of commissioners, customers and others and changes/improvements in technology and other practice influencers.</li> <li>10. Identify and share ideas and models of good practice in service delivery, working with colleagues across the business to develop these ideas as required.</li> <li>11. Research and identify current good practice and provide information on the outcome of the research with analysis to support recommendations for action.</li> </ol>	

## Role accountabilities

12. Support the development of business processes in Workwise cases, ensuring that these meet regulator and policy requirements and championing and managing future development and refinement.
13. Represent NHG externally at relevant forums in the sector.
14. Develop and maintain relationships with colleagues across NHG and with external stakeholders and consultants in regards to assuring NHG is compliant and also meeting good practice requirements.

### General

15. At all times follow the financial regulations, policies and procedures at NHG.
16. Understand the importance of taking care of your own health and safety and that of others; therefore committing to follow the guidance outlined in the NHG Safety Management System.

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

### Experience (executive)

Essential	Desirable
<ol style="list-style-type: none"> <li>1. Operational experience of working in housing, care and support or related services.</li> <li>2. Experience of designing and delivering tailored training courses and facilitating group discussions.</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of managing projects</li> <li>2. Experience of undertaking policy development in a similar operating environment</li> </ol>

### Professional expertise (know how & experience)

Essential	Desirable
<ol style="list-style-type: none"> <li>1. Demonstrable knowledge and understanding of housing and/or care and support related legislation, national policy, regulatory regimes and best practice</li> <li>2. An understanding of service improvement methodologies, and how to apply these in practice.</li> </ol>	

### Skills

Essential	Desirable
<ol style="list-style-type: none"> <li>1. Excellent problem solving and analytical skills, demonstrating curiosity and the ability to understand complex information and draw conclusions that make a difference and hone in on the right issue</li> <li>2. Excellent organisational skills to allow yourself, and engage others to meet deadlines.</li> </ol>	

3. Ability to produce and present written briefings and reports, and oral presentations for a variety of audiences	
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>

<b>NHG Expectations</b>
<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 Colleague 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.