

OUR EXPECTATIONS

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



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



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

Working well with our people



Understands needs, removes barriers and provides choice
Consistently delivers and builds trust
Takes a balanced and measured approach
Clarifies decisions and direction

Delivering excellent services





Business and value-for-money focus

Cost effective and commercially focused

Objectives, priorities and results oriented

Efficient and effective

Innovative and solutions focused

Example indicators:

Colleague

- Considers spending decisions carefully, seeks best value for money and prioritises income collection appropriately
- Understands that change is constant, thinks creatively, and suggests and embraces new ways of working
- Ensures data is accurate and up to date and uses this to aid decision making
- Understands corporate strategies and priorities, and sets and achieves personal objectives that align with these

Team manager

- 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

Operations manager

- Demonstrates and encourages an internal neighbourly spirit with all colleagues
- Sets (where required) and manages budgets, maximising income generation and achieving savings where possible
- Encourages innovation and implements new ways of working
- Breaks down silos or barriers between teams and improves joined-up working to achieve a great service for residents

Senior manager/head of service

- Promotes commercial awareness and value for money across area of operation

- Champions change and new innovative ways of working across Notting Hill Genesis, striving for each day to be better than the day before
- Recognises both large and incremental achievements along the way to improve services, processes and systems
- Sets high expectations for departmental budgets and operational efficiency, and encourages teams to find innovative, cost-effective solutions

Business director

- Raises Notting Hill Genesis's profile in the sector to build on our status as a leading housing provider
- Motivated to solve the real issues across the sector and ensures we focus on these
- Shares updates and plans with other business areas to ensure joined-up messages, priorities and objectives are disseminated across our organisation



Personal effectiveness

Co-operative and collaborative

Curious and eager to learn

Courageous and willing to confront difficulties

Accountable and responsible

Example indicators:

Colleague

- Asks for and reflects on feedback and personal performance, and admits to, rectifies and learns from mistakes
- Supports colleagues and builds good working relationships across Notting Hill Genesis and with external stakeholders, and maintains high standards of work and behavior, even when under pressure
- Organised and accountable for own work, using available tools and information to think through issues but seeking support where required and proactively flagging issues or delays
- Actively engages with others, listens carefully and asks questions to aid understanding, and proactively offers ideas and views

Team manager

- 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

Operations manager

- Ensures a high standard of work and behaviour is maintained, delivering feedback, challenge and support where needed
- Ensures the work of the team reflects the wider business plans, strategy and organisational priorities
- Embeds a culture of learning and continuous improvement, ensuring constructive feedback is welcomed, shared and used to improve
- Creates and signposts colleagues to a safe space to talk or raise concerns if they need it for any matter

Senior manager/head of service

- Sets a good example to all and inspires others to achieve
- Ensures the work of the department supports our wider organisation to achieve their business plans, strategy and organisational priorities
- Considers the delivery and impact of all messages and decisions on our wider organisation and on residents
- Ensures the department sustains a culture where it is safe to make mistakes and ask questions, and to speak up and provide challenge

Business director

- Negotiates and leads on organisation and sector-wide solutions and improvements for the benefit of all colleagues and residents
- Leads by example, displaying openness, commitment, determination and integrity
- Shares learning and procedural advances with other organisations in the sector



Working well with our people

Inclusive, consistent and fair

Focuses on outputs and delegates effectively

Wellbeing focused

Owns and delivers communications

Example indicators:

lends an ear to others, speaking to management or others to find out if Notting Hill Genesis can help

- Is approachable and demonstrates strong neighbourly spirit with residents and colleagues

Team manager

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

other business areas and stakeholders

Operations manager

- Tailors, owns and delivers communications, feedback and corporate messages to the team, residents, other business areas and stakeholders
- Develops relationships for good cross-departmental working and encourages open dialogue with other areas of the business, sharing constructive two-way feedback
- Delegates fairly and appropriately, supporting the team to achieve set objectives
- Ensures consistency and fairness of management and support provided to the team and empowers staff to focus on their professional development as well as business and organisational objectives

Senior manager/head of service

- Provides constructive feedback and challenge across our organisation and enables business change and improvement
- Monitors decisions across the

department for consistency and seeks to align these with corporate values, policies and messages

- Reinforces the importance of work/life balance and good mental health, leads by example and uses discretion to maintain the wellbeing of staff where appropriate
- Considers how decisions for the whole department will affect different staff and residents and ensures they will not have unfair or adverse effects for any one person or group compared to others

Business director

- Is a strong, visible leader across Notting Hill Genesis and the sector
- Is a role model of fairness and inclusion, and is culturally intelligent
- Supports all staff and residents to succeed, constantly challenging the status quo and removing possible barriers

Colleague

- Questions own assumptions or unconscious bias, challenges instances of inappropriate, unfair or non-inclusive behavior, celebrates diversity and is a champion for equality
- Shares and listens to feedback and learning from both successes and difficulties and collectively uses this to improve own and others' performance
- Is mindful of and manages own wellbeing, shares problems and



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

Example indicators:

Colleague

- Takes a balanced view, treating all residents fairly and with respect
- Communicates clearly, avoiding the use of jargon, and is available to residents and colleagues at agreed times
- Takes time to understand resident needs, listens to their concerns and responds in line with agreed timeframes and policy
- Uses digital systems (such as WorkWise) to provide optimum resident service, and encourages and supports residents to self-serve

Team manager

- 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

Operations manager

- Looks for innovative, creative solutions to improve resident experience and implements their use through all levels of the business
- Sets an example of how the team should work to provide the best service and supports staff to follow and apply best industry practice
- Continually monitors resident satisfaction levels and uses insight from resident surveys to determine focus points for business improvement
- Recruits managers and teams that reflect the diversity of our residents

Senior manager/head of service

- Provides an overall vision for resident satisfaction, aiming to make Notting Hill Genesis a

leader in the sector

- Develops strategies and business plans that provide residents with quality homes at affordable costs
- Flexes and changes strategies to reflect changes to resident needs as external circumstances evolve and reacts swiftly to significant events
- Recognises industry trends early on and adopts best practice to provide the optimum service to residents

Business director

- Displays visible leadership and clear communication to staff and residents, especially through the most challenging times
- Identifies areas across our organisation in need of more strategic focus, and sponsors and leads projects that will innovate how we work
- Sets the industry standard on digitalisation and easy access to services



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

Example indicators:

Colleague

- Promotes and considers self, resident and colleague safety and wellbeing at all times
- Aligns decisions with corporate policy and procedure and discusses situations with colleagues and specialists to ensure consistency and appropriateness
- Uses information and advice to prevent and manage risk, and reports issues, incidents and near misses when they happen

Team manager

- 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

Operations manager

- Stays up to date on regulatory, legal and other requirements, ensuring team compliance, and seeks expert advice to support this where appropriate
- Engages in and supports internal and external audits for the service, involving team members or specialists where appropriate
- Sets high expectations of compliance, safety and wellbeing within the team and ensures support is provided when issues, incidents and near misses are reported

Senior manager/head of service

- Creates and manages risk maps for the service, collaborating with specialists and other businesses across Notting Hill Genesis
- Establishes and maintains a safety culture where staff and resident safety and wellbeing is fundamental to the service
- Plans, organises and leads internal and external audits for the service, and

ensures recommendations are communicated and implemented within required timeframes

Business director

- Undertakes corporate responsibilities as appropriate, including membership on internal leadership groups and leading internal investigations within or outside their own department
- Encourages a culture of safety, thoughtfulness and added value, rather than just compliance or ticking boxes
- Ensures that all diversity and inclusion implications are considered in the development and implementation of policies, processes and strategies across the organisation