

Oversight & Governance Manager

The NHG logo is located in the top right corner. It consists of the letters 'NHG' in a white, bold, sans-serif font, enclosed within a dark blue oval with a yellow border.

> Customer Services > Customer Experience

What's it all about

Part of the Customer Experience department and wider Customer Services Directorate, this role ensures Notting Hill Genesis is able to demonstrate how we're listening, learning and acting in response to customer feedback and prioritising changes and improvements that we know will deliver better outcomes for residents.

The Oversight & Governance Manager will provide robust oversight, governance, and accountability mechanisms to ensure that customer journey and experience improvements are timely, effective, and aligned with organisational objectives.

The role ensures that service improvements are not only well-governed and delivered on time but also achieve measurable improvements in customer outcomes and operational performance and that these achievements can be shared internally and externally to promote a culture of continuous improvement.

How you'll make a difference

The Oversight & Governance Manager will enable effective prioritisation of improvements and track and monitor the progress of these enhancements, ensuring cross-functional alignment and clear accountability. Their ability to build strong working relationships, communicate to wide audiences and make connections between actions and outcomes for customers and NHG will be crucial in benefit realisation, ensuring that each enhancement delivers tangible value to both residents and the organisation.

In this capacity, they will collaborate closely with various teams across NHG, ensuring that all journey improvements are cohesive, well-coordinated, and in line with best practices.

How you'll do it

- Collaborate with cross-functional teams to ensure that all journey improvements are aligned with organisational objectives and deliver tangible benefits.
- Establish a framework for capturing and recording baseline metrics to facilitate benefit realisation.
- Implement rigorous tracking and monitoring tools to ensure timely delivery of journey enhancements, identifying any bottlenecks or challenges and addressing them proactively.
- Champion benefit realisation, working closely with the internal teams to quantify the value delivered by each journey enhancement as well as quantifying and articulating experiential improvements.
- Ensure clear accountability across all teams involved in journey enhancements, with regular check-ins, updates, and feedback loops.
- Present updates to senior management, focussed on progress, impact and outcomes and advocating for resources, tools, or changes as needed to enhance the customer journey.
- Work together with the wider Customer Journey and Insight team and Customer Experience directorate to share best practice and champion the voice of the customer, driving and owning improvement and making a real difference to customer experience.
- Provide high-quality reports and presentations on improvement actions undertaken, journey enhancements delivered and impact and outcomes observed, including leading and lagging indicators.
- Oversee and maintain a robust governance framework for customer journey enhancements, ensuring clear oversight, accountability, and tracking mechanisms.

All about you

Our values

We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

Essential knowledge, experience and skills

- Knowledge and experience of working with or overseeing governance frameworks, and best practices.
- Experience in a team or department involved in delivering service improvements with a focus on tracking and monitoring progress and outcomes.
- Strong analytical skills, with the ability to track progress, identify challenges, and ensure benefit realisation.
- Exceptional communication skills, adept at facilitating workshops, engaging stakeholders, and presenting insights.
- Storytelling ability- able to turn data and insights into a meaningful narrative that can be shared internally and externally
- Demonstrated ability to collaborate with cross-functional teams, ensuring alignment, accountability, and effective delivery of journey enhancements.
- A genuine passion for enhancing the customer experience, coupled with the creativity and

rigour to ensure effective governance and oversight.

- Familiarity with digital tools and platforms used for project management, tracking, and feedback collection.
- Exceptional time management, planning, prioritisation, and organisational skills with ability to work to tight timescales and under pressure, delivering work of great accuracy and quality.
- Ability to work closely with the Head of Customer Journey & Insight, ensuring alignment, collaboration, and effective delivery of customer journey improvements through insight-driven strategies.
- Desirable - familiar with change management principles and able to apply knowledge/skills in various contexts
- Desirable - experience working as part of an agile team, with knowledge of Scrum methodology and the different concepts, principles, roles and ways of working associated with this approach to managing projects, particularly in a non-digital setting.