

Social Value Lead



Working better together
for our residents

> Operations > Places and Estates

What's it all about

Notting Hill Genesis (NHG) is one of London's leading housing associations and is on an exciting journey to create better places and communities where people can thrive for the long term. Our residents have told us that a sense of community plays a crucial role in their overall experience. They need a place they can call home and a community they can feel a part of and engage with.

As the Social Value Lead you will play a key role in maximising social value for our residents and the communities. You will support in the design, delivery and monitoring of all agreed social value with NHG supply chain.

How you'll make a difference

Supporting the Communities and Social Value Manager. You will help in designing, implementing and embedding the social value strategy across NHG, including guidance on aims, targets and guidance for all staff when procuring new contracts.

Work with the Communities and Social Value Manager and internal and external key stakeholders to ensure consistent approach, and representation, for major procurement exercises.

Support in ensuring a proportionate social value framework is in place for all contracts, to include regular facilitation meetings with colleagues, contract managers and contractors.

Support Communities and Social Value manager to identify annual social value priorities, across all relevant internal and external stakeholders.

Support in the coordination of monthly/quarterly social value performance updates, to include outputs, outcomes and HACT social impact measurements. Support with the measuring and monitoring of the delivery of social value and provide insight and reporting.

How you'll do it

Managing internal and external stakeholder relationships with NHG staff, third party partners, external stakeholders, customers and any other relevant stakeholders. In particular working closely with Asset Management, Repairs, Development and Procurement.

Managing supply chain relationships from senior management to delivery teams. Lead on securing delivery of social value activities. Negotiating with contractors and internal stakeholders to secure maximum value for NHG.

Holding supply chain partners to account for the delivery of the agreed Social Value plan. Escalate failures to deliver to line manager and internal contract manager.

Social Value

Work with the communications team to provide good news stories to build awareness of social value.

Maintain social value databases ensuring accuracy and completeness to provide transparency and clear reporting.

Keep up to date with all Public Services (Social Value) Act legislation, ensuring colleagues and contractors are aware of implications and any changes.

Other duties which are broadly consistent with the job description and level of the post.

Conduct research to develop knowledge of and establish contact with key organisations who have potential to further enhance and support Hyde's community investment ambitions.

Record and monitor any social value requests.

Attend Social Value Leadership Group meetings and any other social value related meetings if required.

If required assist the Communities and Social Value Manager with reviews of social value tender submissions and process.



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Effectively promoting collaborative approaches to engage reporting team to work successfully to deliver high quality customer focused services with cost-effective outcomes.

Maintain up to date understanding of legislation, including the Consumer Standards, to ensure core elements of service delivery are conducted in compliance with regulations

Support the Communities and Social Value Manager to review and Improve NHG's social value framework that will secure social value from all NHG's major contractors. This will entail setting out social value priorities, monitoring delivery of social value activities and measuring the impact with a focus on feeding information back into ESG reporting.

Work closely with internal and external stakeholders – including residents, to understand NHG's priorities.

With the Communities and Social Value Manager and where appropriate lead on, working closely with NHG contractors. To deliver social value outputs that align with identified resident and community needs and aspirations, as well as monitor/gather evidence from contractors to demonstrate contractual obligations met and impact reported.

Maximise social value opportunities from NHG supply chains.

To review NHG contracts for agreed social value outputs.

General

Follow our financial regulations, policies, and procedures, including 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.

Undertake corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

Represent NHG externally, developing and maintaining our reputation and building effective strategic relationships with relevant stakeholders.

Build a positive culture for all colleagues to deliver community benefits, putting customer and place at the centre of everything we do.

Cross-organisational working

Foster effective working with the operational, assets and places and estates teams, along with in-house and external contractors to ensure properties and places are well maintained now and in the future.

Ensure your teams act as the resident champion and advocate across all teams, escalating where necessary to deliver resident-focused outcomes.

Work with central services, finance and information, systems and change teams to develop strategies to improve service quality and delivery.

Hybrid arrangements - This is a hybrid role, with you being based in the office two days a week. This role will also require occasional onsite visits and weekend/evening working.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our



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expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership.

Knowledge and experience of securing social value from contractors and setting up frameworks to monitor delivery.

Experience in community investment delivery and partnerships.

Experience of performance management and reporting.

Excellent communication skills both oral and written, tailored to a wide range of audiences.

Excellent negotiating skills to ensure contractors offer appropriate social value and deliver on commitments.

Excellent organisational skills to ensure high quality social value activities are in place and delivered.

The ability to build strong networks and partnerships with internal and external stakeholders at all levels.

Knowledge of compliance, regulatory and risk issues relevant to a housing association, contractors (of varying disciplines) and community investment activities.

Excellent organisational skills to ensure high quality social value activities are in place and delivered.

The ability to build strong networks and partnerships with internal and external stakeholders at all levels.

A strong understanding of residents needs and ability to respond flexibly to changing requirements.

Effective IT skills – Outlook, Word, Excel, (to at least intermediate level).

Knowledge of reporting tools i.e., HACT/ TOMs.

~~Professionally qualified~~[Bachelor or Masters degree in socio-economic, social value or property related subject](#) and /or equivalent ~~and/or~~ [considerable](#) experience and/or demonstrable ability in social & economic investment.

This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS.)

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