



Information Officer



Working better together
for our residents

Development and Sales > Places and Built Environment

What's it all about

As an Information Officer in the Development and Sales team your primary responsibility is to provide business support to the department. Reporting to the Development Project and Support Manager the role will be central to supporting the governance process for all projects and managing the tools and systems used to ensure our data and information is captured in a consistent and robust way.

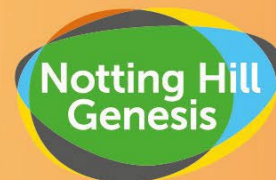
This role will be the subject matter expert for any systems that the directorate uses and ensure quality control within these systems.

How you'll make a difference

You play a key quality management role across our systems and the way we work. Your role is one of both maintenance and continuous improvement of the processes that support the delivery of high-quality new homes to our residents.

How you'll do it

- **Process Support:** Subject Matter Expert for the Toolkit (the online policy and procedure manual for Development) and the Construction Library ensuring it is kept up to date, functions well and supports colleagues to do their jobs easily whilst ensuring compliance where required.
- **Quality assurance:** Peer review and quality assure project documentation, providing advice and guidance and ensuring consistency of standards through document control.
- **Governance support:** Support Development and Sales with updates to procedure documents and other reports as required.
- **Project Management support:** Act as a project officer to support development projects at key milestones including snagging, de-snagging, using initiative to resolve issues or problems independently.
- **Stakeholder Management:** Represent the Directors in a professional and confident manner, managing stakeholder relationships effectively with both internal colleagues and external stakeholders.
- **Confidential Handling:** Handle confidential and sensitive material, documents, and information with discretion and confidentiality, ensuring appropriate protocols are followed.
- **Meeting Coordination:** Plan and organise meetings, workshops, and events as required, producing agendas, capturing accurate minutes, and arranging venue and catering logistics.
- **Information Management:** Efficiently keep information/filing/database systems up to date, including budget monitoring and providing administrative support on financial processes such as purchase orders and invoices.
- **Event Planning:** Plan events as required, ensuring Directors are prepared for such events.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least three days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.



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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 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

Experience:

- Evidence of excellent customer service achievements in a complex service delivery environment.
- Experience of document management tools and quality assurance
- Experience of managing or supporting projects to deliver successful outcomes.
- Experience of effectively dealing with changing priorities and arrangements, including coordinating the work of others.

Professional Expertise:

- Strong influencing and negotiating skills supported by personal credibility, integrity and professionalism.

- **Advanced** IT and systems skills including Microsoft office