

# NHG Expectations Profile

## Level: Colleague

### Framework overview

The expectations framework details the expectations that we have of our staff in terms of behaviours and attitudes required for the different levels of role. We have five different levels, those being colleague, team manager, operations manager, senior manager/head of service and business director. The framework supports the delivery of our business plan, and our culture and values. We use the framework for recruitment, development, and career progression for all our staff.

### Expectations - definitions and indicators for colleague

Please see below the definitions and example indicators below which are designed to give an overview of what is expected of individuals at the colleague level.

The full expectations framework is available on our external job site and on MILO.

### NHG mission and values

Central to this framework is NHG's mission and values. Our mission is to build and maintain quality affordable homes, creating diverse and thriving communities. This is our primary purpose. Everything else we do supports that.

Our values set out what we stand for. They help guide the way we work, behave and influence the decisions we make every day. They underpin the successful delivery of our strategic objectives by supporting a resident-focused service and helping us to work together successfully as one organisation. Our values should be visible in the way we behave at work and in our communities.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered



### Personal effectiveness

Co-operative and collaborative  
 Curious and eager to learn  
 Courageous and willing to confront difficulties  
 Accountable and responsible

- 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



### Business and value-for-money focus

Cost effective and commercially focused  
 Objectives, priorities and results oriented  
 Efficient and effective  
 Innovative and solutions focused

- 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



### Working well with our people

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

- 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 lends an ear to others, speaking to management or others to find out if NHG can help
- Is approachable and demonstrates strong neighbourly spirit with residents and colleagues



### 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

- 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 services, and encourages and supports residents to self-serve



### 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

- 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

- Actively engages with others, listens carefully and asks questions to aid understanding, and proactively offers ideas and views

