### **NHG Expectations Profile**

### **Level: Operations Manager**

#### 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 operations manager

Please see below the definitions and example indicators which are designed to give an overview of what is expected of individuals at the operations manager level. The expectations are intended to be cumulative, with each level building on the levels below i.e. a person demonstrating "Personal Effectiveness" at operations manager level should also be demonstrating "Personal Effectiveness" at team manager level and 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

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

organisational priorities

improvement, ensuring

constructive feedback is

Creates and signposts

need it for any matter

welcomed, shared and used

colleagues to a safe space to

talk or raise concerns if they

and continuous

to improve

business plans, strategy and

Embeds a culture of learning



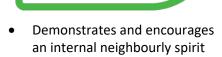
#### Business and valuefor-money focus

Cost effective and commercially focused

Objectives, priorities and results oriented

Efficient and effective

Innovative and solutions focused



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



# Working well with our people

Inclusive, consistent and fair

Focuses on outputs and delegates effectively

Wellbeing focused

Owns and delivers communications



Develops relationships for good cross-departmental working and encourages open dialogue with other areas of the business, sharing constructive two-way feedback

areas and stakeholders

- Delegates fairly and appropriately, supporting teams 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



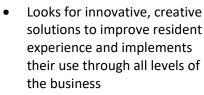
## Delivering excellent services

Understands needs, removes barriers and provides choice

Consistently delivers and builds trust

Takes a balanced and measured approach

Clarifies decisions and direction



- 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



### 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

- 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