

# 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



## Business and value-for-money focus

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



## Working well with our people

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



## 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



## 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

- 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 business plans, strategy and organisational priorities
- Embeds a culture of learning and continuous improvement, ensuring constructive feedback is welcomed, shared and used to improve
- Creates and signposts colleagues to a safe space to talk or raise concerns if they need it for any matter
- Demonstrates and encourages an internal neighbourly spirit 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
- Tailors, owns and delivers communications, feedback and corporate messages to the team, residents, other business areas and stakeholders
- Develops relationships for good cross-departmental working and encourages open dialogue with other areas of the business, sharing constructive two-way feedback
- 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
- Looks for innovative, creative solutions to improve resident experience and implements their use through all levels of the business
- 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
- 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