

# Resident Involvement Project Manager

## Business Improvement Directorate

Overview	
<b>Role Purpose</b>	<p>Notting Hill Genesis (NHG) is committed to working with residents to ensure that we understand their priorities and expectations for their neighbourhood, their homes and the services they receive from us.</p> <p>Working closely with the Resident Involvement Manager you will ensure that there are a range of opportunities for residents to get involved in shaping service design, and in scrutinising, challenging and ultimately helping to improve our performance as a landlord.</p>
<b>Responsible for</b>	The Resident Involvement Project Manager is responsible for ensuring compliance with regulatory standards, the development of resident involvement activities and ensuring that resident involvement is embedded across the organisation and that residents are at the heart of our landlord services, including the direct delivery of resident involvement activities and supporting the Resident Voices Group.
<b>Reports to</b>	Head of Policy and Customer Experience
<b>Line management</b>	No direct line management but matrix management on a project basis, and support to specific residents' groups
<b>Tier</b>	7
<b>Expectation Level</b>	Operations Manager
Role relationships	
<b>Internal</b>	Staff at all levels, including Group Directors, Residents, Resident Board members
<b>External</b>	Other housing associations, TPAS

Manager / leadership criteria	
<b>Functions</b>	
<b>Staff reports</b>	<p>Total: 0</p> <p>Direct: 0</p> <p>Indirect: 3</p>
<b>Budget size</b>	0
<b>Specific designated, regulatory compliance requirements</b>	Ensuring that NHG is fully compliant with Tenant Involvement and Empowerment Standard and other relevant regulatory standards.

Role accountabilities	
1.	To take the lead in the development of the resident involvement strategies, forward plans, policies and structures.
2.	To develop and manage projects to understand the needs of our residents, their journey and operating context to drive service improvement
3.	To develop mechanisms for collecting feedback and measuring performance to regularly assess and evaluate the impact of resident involvement activity.
4.	To develop new initiatives to encourage and maximise the participation of a diverse representation of involved residents in line with NHG's digitisation agenda.
5.	To ensure that residents who participate in involvement activities understand the value of their contributions and the impact that it has.
6.	To ensure that feedback from all resident involvement activity is used to improve service activity
7.	To support the Resident Voices Group, working with the Chair to manage meetings and to deliver their work plan.
8.	To identify training needs and develop a training programme for staff and residents that builds their capacity to get the most from resident involvement activity. Provide advice to staff and residents, as required.
9.	To be responsible for ensuring that NHG is fully compliant with regulatory standards including the Tenant Involvement and Empowerment Standard, that we are prepared for any potential future changes and that our approach is regularly reviewed to ensure we learn from examples of best practice.
10.	To liaise and maintain relationships with external organisations and partners with a view to sharing resources and learning from best practice.
11.	Producing the Annual Standards report and the Residents Annual Report.
12.	To support the Resident Involvement Team and manage them in the absence of the Resident Involvement manager.
13.	To work with the Head of Service to develop the team's delivery plan and contribute to development of the Business Improvement Directorate's Business Plan
14.	At all times follow the financial regulations, policies and procedures at NHG.
15.	At all times follow NHG's Health and Safety policy and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
16.	Willingness to work evenings and weekends to deliver the expectations of the role.
The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.	

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification	
Experience (executive)	
Essential	Desirable
Experience of leading in a high pressured, resident and customer focussed work environment to deliver high levels of customer satisfaction.	Experience of managing a team
Experience of managing and developing effective business relationships with internal and external stakeholders.	Experience of working in a customer focussed housing management environment.
Experience of working with residents and customers to achieve purposeful feedback and outcomes that can be used to drive and deliver service improvements for the benefit of all residents and customers.	
Experience of managing and delivering service improvement projects.	
Professional expertise (know how & experience)	
Essential	Desirable
Knowledge of the statutory and regulatory requirements for housing associations with regard to involving and empowering residents and implementing best practice approaches.	
Skills	
Essential	Desirable
Excellent written and verbal communication and presentation skills; experience of preparing and delivering reports to Board level.	
Ability to handle challenging behaviour and situations.	
Qualifications and/or professional membership	
Essential	Desirable
None	
NHG Expectations	
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is an <b>Operations Manager</b> expectation level and therefore you should refer to the <b>Operations Manager</b> expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>	

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.