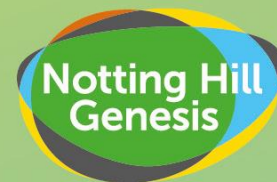


Communities and Social Value Manager



Working better together
for our residents

> Operations > Places and Estates

What's it all about

Notting Hill Genesis (NHG) is one of London's leading housing associations and is on an exciting journey to create better places and communities where people can thrive for the long term. Our residents have told us that a sense of community plays a crucial role in their overall experience. They need a place they can call home and a community they can feel a part of and engage with.

As the Communities and Social Value Manager you will play a key role in shaping and delivering community development and maximising social value for our residents and the communities, we work in.

How you'll make a difference

Developing a community engagement framework that can be rolled out to ensure our communities are central to the way we think, work, and deliver our services.

Developing and overseeing the implementation of a comprehensive social value strategy across NHG that implements a consistent and sector leading approach to maximise the commitment and delivery of social value by contractors and partners.

Reporting to the Head of Communities and Commercial Properties (and the Managing Director of Places and Estates and executive board as needed) on all aspects of business activities within Communities and Social Value Team (objectives, budgets, risks, opportunities and performance goals).

Develop, and provide strategic leadership of, a new communities and social value team made up of a Social and Economic Investment Manager, a Community Engagement Manager and a Volunteer Programme Manager to deliver meaningful community engagement and social value aligned with our Better Together corporate strategy to ensure the best possible results.

Effectively promoting collaborative approaches to engage reporting team to work successfully to deliver high quality customer focused services with cost-effective outcomes.

Establishing and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs.

Manage and support your team in line with our management behaviours to get the best out of your staff.

Represent Notting Hill Genesis externally, developing and maintaining our reputation and building effective strategic relationships with relevant stakeholders.

Build a positive culture for all colleagues to deliver community benefits, putting customer and place at the centre of everything we do.

Ensure core elements of service delivery are conducted in compliance with legislation.

Setting and managing Communities and Social Value team budget ensuring value for money and outstanding social return on investment.

How you'll do it

Leadership

Managing the Social and Economic Investment Manager to ensure social economic programmes that deliver the key priorities of NHG's Corporate strategy and vision.

Managing the Volunteer Manager to ensure a volunteer strategy that aims to reduce isolation and enhances wellbeing opportunities for NHG residents is developed and delivered.

Managing the Community Engagement Manager to ensure a meaningful community engagement strategy is developed and delivered and our community assets are managed effectively to deliver social value.

Agree meaningful performance measures with your team to raise their performance (in line with the Better Together corporate strategy); establish and maintain effective performance management and monitoring systems.

Manage poor performance swiftly and fairly.



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Act as the point of escalation for your team in respect of complex or sensitive issues.

Troubleshoot appropriately and put in place a targeted plan to address issues with the right stakeholders.

Oversee the resolution of these issues and embed learning and new practises within everyday management.

Where necessary, appropriately escalate or flag concerns through the correct channels.

Social Value

Review and Improve NHG's social value framework that will secure social value from all NHG's major contractors. This will entail setting out social value priorities, monitoring delivery of social value activities and measuring the impact with a focus on feeding information back in to ESG reporting.

Set up and ultimately lead a cross-organisation Social Value Working Group to deliver its objectives.

Establish a social value governance framework, to include regular engagement with senior and operational colleagues across NHG and with external stakeholders.

Work closely with internal and external stakeholders – including residents, to understand NHG's priorities.

Work closely with NHG contractors to deliver social value outputs that align with identified resident and community needs and aspirations, as well as monitor/gather evidence from contractors to demonstrate contractual obligations met and impact reported.

Lead the social value elements of procurement activity (excluding Assets, Building Safety and Development), working with Directors, Head of Service and relevant Managers to maximise social value secured and the development of a realistic delivery plan.

Develop and deliver a NHG wide communications, engagement and training plan to raise knowledge and understanding of Social Value and integrate social value into all areas of business.

Monitor and measure the delivery of social value commitments. Provide regular social value performance updates to a wide range of stakeholders (internal and external), to include outputs, outcomes and HACT social impact measurements.

Keep up to date with all Public Services (Social Value) Act legislation, ensuring colleagues and contractors are aware of implications and any changes.

Maximise social value opportunities from Development supply chains.

To review NHG contracts for agreed social value outputs.

Community Engagement

Develop and maintain strong and effective collaborative relationships to ensure a coordinated and cohesive approach to delivery between NHG staff, third party partners, external stakeholders, and customers.

Undertake detailed strategy planning, management implementation and evaluation to ensure programmes are delivered to a high standard, on time and to budget, and deliver their anticipated benefits.

Drive out innovative practices including keeping abreast of sector developments, researching new approaches to delivery, and embedding good practice among team members.

Report regularly on programme outputs/outcomes/impacts and ensure lessons learnt are fed back into a process of improving programme development.

Establish and nurture partnerships with Community Development Trusts, Social Enterprises, and other community organisations/local stakeholders. Building capacity in the community and businesses to be able to deliver local services.

Work alongside the wider Places and Estates Team to contribute to the economic development of the communities within our places and estates.

General

Follow our financial regulations, policies, and procedures, including relevant health and safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Undertake corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

Cross-organisational working

Foster effective working with the operational, assets and places and estates teams, along with in-house and external contractors to ensure properties and places are well maintained now and in the future.

Ensure your teams act as the resident champion and advocate across all teams, escalating where necessary to deliver resident-focused outcomes.

Work with central services, finance and information, systems and change teams to develop strategies to improve service quality and delivery.

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. This role is at **manager** level.

Essential knowledge, experience and skills including qualifications and professional membership.

Extensive knowledge and experience of securing social value from contractors and setting up frameworks to monitor delivery.

Substantial experience of developing and delivering strategies.

Ability to persuade and influence people across departments from Exec Directors to front line officers.

Excellent communication skills both oral and written, tailored to a wide range of audiences.

Excellent organisational skills to ensure high quality social value activities are in place and delivered.

The ability to build strong networks and partnerships with internal and external stakeholders at all levels.

A strong understanding of residents needs and ability to respond flexibly to changing requirements.

Excellent working knowledge of community investment delivery and partnerships.

Effective IT skills – Outlook, Word, Excel, (to at least intermediate level).

Knowledge of reporting tools i.e., HACT/ TOMs.

Professionally qualified and /or equivalent and/or considerable experience and/or demonstrable ability in social & economic investment.

Degree level qualification preferable.