



Job Title: Policy and Innovation Officer

Grade: Y6

Reports To: Policy and Innovation Manager

Number of Reports: 0

Key job element

- Develop, implement and monitor a robust framework of policies and strategies to support the delivery of quality services.
- Work closely with service managers, to develop and implement policies and strategies, including making a key contribution to the Business Strategy and other significant corporate initiatives.
- Horizon scanning and maintaining a thorough knowledge of current legislation, regulatory guidance and good practice relevant to YHN services both existing and future.
- Provide advice and support across the organisation on national, regional and local policy issues and their implications for YHN.
- Respond to changes in the external environment, ensuring innovative approaches are explored and investigated, providing senior managers with detailed business proposals.
- Conduct research, identify areas, where services might be improved and seek innovative solutions to service problems.
- Deliver high quality written communications including reports, consultation responses, briefing notes, policy and strategy documents, and action plans.
- Lead on accreditation, self-assessment and funding submissions as required.
- Build relationships, working across a variety of functions and get involved in all areas of the business bringing enthusiasm and can-do attitude so that all strategies are brought to life. This will involve leading workshops and briefing sessions and providing individual support.
- Develop and maintain external and internal relationships with relevant bodies and national partners, networking effectively nationally and regionally in support of YHN's business development.

Person specification

This area focuses on skills/ knowledge required in the role.

Essential Criteria

- Experience of developing and implementing policy and strategy in a complex environment.
- Ability to understand national policy and its local implications.
- Excellent written and verbal communication skills.
- Confident in providing advice to senior managers.
- Proficient in analysis and research skills, with the ability to assimilate a wide range of information from both within the organisation and externally.
- Ability to work on own initiative and as part of a team
- The ability to influence others to deliver change.
- Good organisational skills to ensure plans and programmes are delivered.
- Excellent time management skills.
- Proficient with using a range of IT applications.

Desirable Criteria

- Demonstrable commitment to customer service (internal and external) in all activities.
- Experience of working in housing.
- Experience of delivering transformational change.

All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude