



POSITION DESCRIPTION

Position Title	Manager, Service Outcomes, Innovation, and Improvement
Team	Service Outcomes, Impact & Improvement
Reports To	Head of Service Outcomes, Impact & Improvement
Updated	June 2022

1. **Position Summary**

The objective of the Manager, Service Outcomes, Innovation, and Improvement is to lead on a range of projects and activities that are directly linked to service outcomes, continuous improvement, and innovation within the Customer Office, and to measure social impact for our communities and organisation to deliver excellent service provision.

The role works with business units across the organisation and a wide variety of industry stakeholders. The position holder will adhere to strict deadlines, delivering quality high-level briefings and leading on various projects within the business. You will be required to lead in collaboration with the Head of Service Outcomes, Impact & Improvement in the development of strategies, programs and projects that are informed by research into best practices, and in consultation with relevant business units.

The role will support and oversee grant applications in order to attract additional funding opportunities for the organisation and will assist in the delivery of the strategic objectives. The role will lead on key advocacy reports, proposals and new business opportunity tenders and government submissions.

All projects will contribute to the achievement of the organisational vision and strategic objectives. The role is required to operate under limited direction from the line manager and effectively manage workload and progress workload to successful completion.

2. **Job Dimension**

This role reports to the Head of Service Outcomes, Impact & Improvement and has some direct reports.

The Manager, Service Outcomes, Innovation, and Improvement works closely with the Link Wentworth operational teams, all areas of the business, and external stakeholders. This is a strategic operational role within Link Wentworth focused on the delivery of service outcomes, improvement and innovations as outlined above.

This role's delegation is level 4 as per the 'Manager' legend of the Financial Delegation Manual.

3. Relationships

Internal

- Tenancy and Property Services
- Senior Management Team (SMT)
- Service Outcomes, Impact & Improvement team
- Asset Team
- Manager, Risk & Compliance
- Marketing and Communications
- All operational areas of the business

External

- Service Partners and peak bodies
- Local and State Government
- Universities, TAFE, and other relevant educational bodies
- Other Not-for-profits



4. Major Accountabilities

Key Accountabilities	Key Activities
<p>1. Lead on the development and delivery of operational strategies to assist Link Wentworth to achieve our strategic objectives.</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Undertaking research to identify the focus for the policy/ strategy and any gaps to be addressed • Working with teams and managers in Link Wentworth to collect relevant information to inform the policy/ strategy initiative • Drafting initial policy/Process and strategy initiatives for initial feedback and consultation • Undertaking consultation with internal Link Wentworth teams and external partners including residents, support partners and stakeholders • Delivering high quality strategy initiatives that will assist Link Wentworth to deliver excellent services for customers
<p>2. Conduct research and draft papers, reports, and briefing notes on a range of Customer, social housing, and homelessness issues – assisting Link Wentworth to identify opportunities for or report on services or service delivery improvements.</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Working with the Head of Service Outcomes, Impact & Improvement and the Chief Customer Officer to identify areas in need of a research project. • Following the Service Outcomes, Impact & Improvement team project methodology to deliver the research • Drafting research briefing notes for consideration and decision as required by Senior Management
<p>3. Model leadership</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Modelling values, leadership, and team behaviours, promoting a culture of innovation, support, accountability, respect, and integrity • Working well with a range of teams to assist and enable them to meet our core objective in sustaining tenancies and improving outcomes for social and affordable housing communities • Taking a leadership role to develop and implement service improvement projects and ongoing continuous improvement goals focusing on building and sharing best practices in our operational services.
<p>4. Develop customer centric projects and programs to deliver positive outcomes.</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Developing projects/ programs to be implemented by the relevant team in Link Wentworth • Confirming methodology for project delivery and provide information/advice to project stakeholders • Leading on the collation of data and analysis using appropriate tools • Developing project reports for relevant managers to provide scrutiny and feedback on outcomes • Completing project closure and lessons learned to inform next steps



5. Service outcomes and impact measurement	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none">• Making sure team members clearly understand performance expectations to achieve organisational outcomes• Collecting, managing, and reporting outcomes and impact data to key stakeholders and partners• Working closely with relevant teams (Tenancy / Assets) to implement community programs that increase tenant satisfaction• Ensuring data collection and evaluation methodologies are included in any new community programs to ensure efficient review and evaluation can take place• Measuring operational impact and tenant outcomes• Playing a lead role in informing and developing Link Wentworth's ESG strategy and response• Leading the Tenant Satisfaction Survey and Action Plan
6. Service Improvement	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none">• Identifying ways to improve systems or processes to achieve tenant focused outcomes• Playing a leadership role in service improvement of the customer office teams• Using a service improvement approach to ensure high-quality customer service is delivered• Working closely with internal operational (and back office) teams in the organisation to identify service issues, and develop and implement solutions• Introducing data collection and measurement processes to enable the evaluation of services and programs to effectively review and improve delivery• Using service improvement to identify policy and procedure opportunities to improve service delivery and customer satisfaction• Leading on the organisational outcomes data collection and reporting – review and update of the Outcomes Reporting Framework



5. Link Wentworth Key Competencies

Business sustainability: Considers the organisation and its ongoing sustainability in all business dealings and work practices. Ensures financial, social and environmentally responsible decision making and works within the relevant safety and compliance frameworks.

- Understands the outcome/deliverable and works to achieve it
- Identifies problems and works to resolve them
- Ensures data collection and entry is accurate and complete
- Takes accountability and follows through to completion
- Organised and structured and effectively manages and uses time
- Highly proficient in use of technology and systems for their role

Personal and professional excellence: Develops and maintains an understanding of the internal and external environment and takes responsibility for the delivery of work outcomes with efficiency, professionalism, and integrity. Demonstrates a commitment to personal development and works collaboratively to ensure best outcomes are achieved.

- Able to reflect with a view to improving self and assists others to do the same
- Seeks and identifies new ways and approaches
- Comfortable to suggest improvements to how we work and do things
- Upholds and models the organisation's values
- Willing to participate and get involved in our organisational life and culture
- Respectful and considerate of others at all times in words, thoughts and actions
- Develops personal strategies to stay resilient
- Reports and calls out inappropriate behaviours

Operational excellence: Ensures best practice outcomes for customers and the organisation through the use of core business systems and practices including change management, project management, and the use of technology and adhering to and improving workplace policies and procedures.

- Open to and adjusts to new ways of working and operating
- Resilient in a changing environment
- Responds positively to organisational change
- Supports peers through change
- Displays empathy and understands trauma informed practice
- Understands social issues, causes and impacts
- Supports the organisation in addressing social impacts on our customers

Service excellence: Keeps customers (internal and external) as the focal point of all activity. Actively engages customers through excellent service and maintaining a commitment to tenant engagement, consultation, and continual improvement.

- Engages with and has a genuine interest in the customer
- Listens, acknowledges, understands, and responds to customer needs
- Takes personal accountability to achieve resolution

Core competencies: Core competencies are a set of skills that are essential for the effective delivery of all work at Link Wentworth. All employees working at Link Wentworth must demonstrate as a minimum these competencies and continually develop these skills at a level relevant to their role.

- Establishes rapport and engages with others
- Actively listens to understand
- Adapts and adjusts communication style to the situation
- Aware of the needs to adapt to cultural subtleties and preferences
- Willing to share information, knowledge, and thoughts with others
- Understands, respects, and accepts others' perspectives and contributions
- Can find commonality with others to achieve a shared goal

6. Qualifications & Experience

- 3 – 5 years' demonstrated capability and leadership in service improvement
- Management or equivalent tertiary qualifications relevant to this role is desirable and/or significant leadership experience in the sector or related field
- Strategic mindset and problem-solving capability
- Demonstrated experience in successful identification, development and execution of performance improvement projects and programs
- Demonstrated ability to engage with senior managers to influence and achieve desired outcomes
- Strong business acumen with a business excellence mindset

7. Personal Attributes

- Drive service improvement and business outcomes
- Ability to deliver result and manage service delivery in a high volume, dynamic, customer focussed operational environment
- Be adaptable and flexible to drive change
- Excellent leadership, partnership, and stakeholder management skills
- Effective consultation and negotiating skills with a wide range of stakeholders
- Ability to plan, organise and coordinate workload to a high standard.
- Excellent problem solving and analytical skills.
- Ability to develop and maintain excellent working relationships with a range of internal and external stakeholders

8. Other Specific Requirements

- A commitment to the ethos of social and affordable housing
- A commitment to social justice and social inclusion
- A commitment to Link Wentworth's values of Customer Focus, Respect, Integrity, Compassion & Ambition
- A valid National Police Check (less than six (6) months old) to the satisfaction of Link Wentworth
- At least two (2) COVID-19 vaccinations, meaning, having received the primary course of an Australian Government approved COVID-19 vaccination
- A current driver's licence valid in the state of NSW



9. **Verification**

This section verifies that the position holder has read and understood the attached position description.

Position Holder Name: _____

Date: _____

Signature: _____