



**Habinteg**  
Housing Association (Ulster) Ltd

# Principles of Good Management Practice Standards of Leadership and Management

We are committed to developing and supporting all Managers in providing direction, gaining commitment, facilitating change and achieving results through efficient, creative and responsible deployment of people and resources.



INVESTORS  
IN PEOPLE

CUSTOMER  
SERVICE  
EXCELLENCE



# Principles of Good Management Practice

## Provide Direction

Managers will be committed to providing leadership and direction; demonstrating good governance to facilitate change and achieve results.

## Facilitate Change

Managers will innovate and manage change in a way that meets the needs of Habinteg and demonstrates continuous improvement

## Work with people

Managers must be able to build relationships, develop networks and partnerships and communicate with staff members respectfully.

## Use Resources effectively

Managers will effectively and efficiently use resources, products and services; maximise skills and abilities technology and information.

## Achieve results

Managers will help to lead business operations and projects and ensure that we meet our KPIs and stakeholder requirements.

# Standards of Management and Leadership

## Managing self and personal skills - You will:

- be capable of managing your own resources and your professional development;
- develop your personal networks.

## Providing direction - You will:

- help to develop and implement the operational plan for your area of responsibility and help to put the Association's strategic goals into action;
- provide leadership for your team, in your area of responsibility and for the organisation;
- help to develop the culture of Habinteg;

- be expected to ensure compliance with legal, regulatory, ethical and social requirements;
- manage risk;
- promote equality of opportunity and diversity in your area of responsibility and across the Association.

### **Facilitating change** - You will:

- encourage innovation in your team, in your area of responsibility and across the Association;
- plan, lead and implement change.

### **Working with people** - You will:

- develop productive working relationships with colleagues and stakeholders;
- help to recruit, select and keep colleagues;
- allocate, check and monitor work in your area of responsibility;
- provide learning opportunities for colleagues;
- help team members address problems affecting their performance and reduce and manage conflict in your team;
- lead meetings and participate in meetings.

### **Using resources** - You will:

- manage a budget and the finance for your area of responsibility;
- promote the use of technology within your organisation;
- identify, assess and control health and safety risks to ensure requirements are met in your area of responsibility;
- manage physical resources;
- manage the environmental impact of your work;
- take effective decisions;
- communicate information and knowledge.

### **Achieving results** - You will:

- manage projects and business processes;
- support customer service improvements and help to resolve customer service; problems related to your area of work;
- help to develop a customer focussed organisation;
- improve organisational performance.

## Vision

# Homes | Lives | Communities

## Mission Statement

Habiteg will provide accessible, affordable, inclusive, integrated homes and excellent services to enrich lives and communities of all our customers.

## Values

**People** - *Working for people, with people, through people*

**Quality** - *Driving continuous improvement across all our services*

**Integrity** - *Being honest, respectful, transparent and trustworthy in all that we do*

**Integration** - *Embracing diversity, equality and opportunity. Enhancing inclusive living experiences for all our customers*

**Engagement** - *Working to develop dynamic services both internally and externally, through teamwork, collaboration and partnership*

## Objectives

### CUSTOMER

By involving our customers and stakeholders, we will create sustainable and thriving communities and provide quality homes and services

### OUR PEOPLE

We will value, invest in and empower our people as individuals and teams to improve how we work together

### OPERATIONAL EXCELLENCE

To deliver performance improvement in all areas of our operations

### FINANCIAL

To ensure financial viability and deliver Value for Money

Principles of Good Management  
Practice and Standards of Leadership &  
Management  
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