



Work for us

Join our supported and
temporary housing team

Information pack



Welcome

Our supported and temporary housing team really gets to the heart of social housing, providing homes to some of the most vulnerable and marginalised people in our communities.

The supported housing team provide an enhanced housing management service to over 3,000 residents, enabling them to maximise and maintain their health, wellbeing and social connections. We offer specialist homes to support independent living for people who are older as well as those who have a history of sleeping rough, living with enduring mental health conditions or a learning disability, or are leaving care.

The temporary housing team works in partnership with local authorities to provide homes to individuals and families, often experiencing multiple disadvantages, who are either homeless, or at risk of homelessness through an insecure tenancy. Over 2,800 households live in our homes, which we lease from both private and corporate landlords.

All this activity is supported by our business development team, working alongside our resident-facing colleagues and managers to deliver excellent housing services in quality homes and places, employing a variety of specialist functions and utilising a broad range of skills. Our days are as varied as the number of people we work to support.

We're all about making sure London and its surrounds are a home for everyone.

Notting Hill Genesis at a glance

67,110

Properties owned
or managed

£21.7bn

Value of properties

10,500

Homes in the pipeline

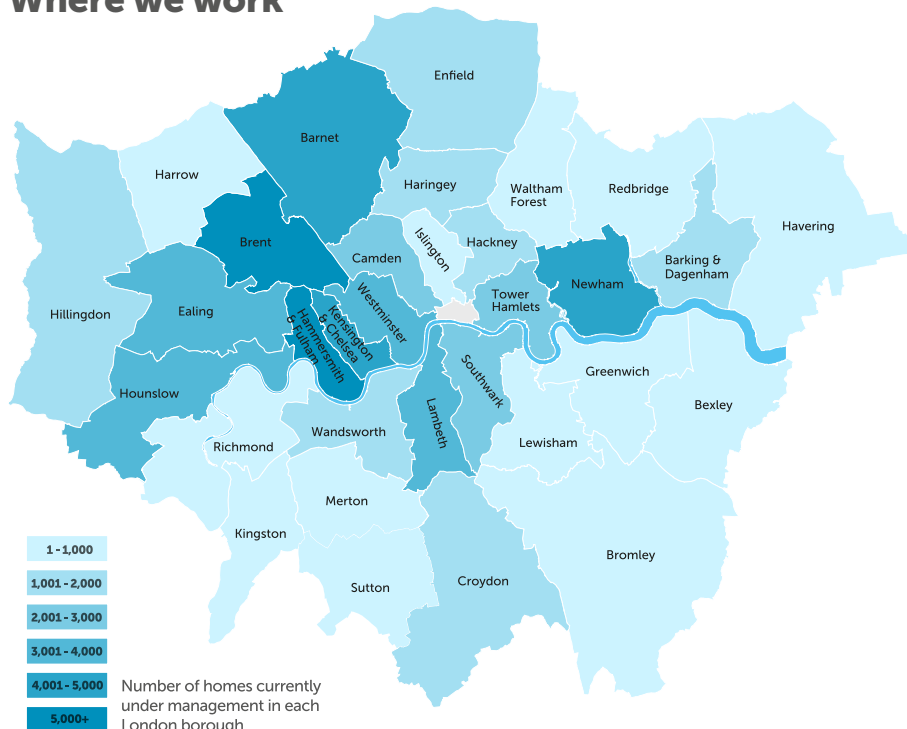
More than

1,500 colleagues

76.4%

Resident satisfaction

Where we work



67,110

Total properties owned or under management

60,759 In London

6,351 Outside London

65,370

Properties under management
By tenure type:

General needs
35,435

Leasehold
9,747

Shared ownership
8,954

Supported housing
3,248

Market rent
3,208

Temporary housing
2,853

Key worker 1,086

Student 839



Work with us



Making London home

Our story

Around two in every 100 Londoners live in a Notting Hill Genesis home. More than half are in general needs properties charged at social or affordable rent levels, but we also offer shared ownership, leasehold, market rent, supported and temporary housing, and commercial properties.

That tenure mix allows us to build on our proud legacy over almost six decades as an innovative and important player in London's housing story, and to maintain our determination to deliver homes that Londoners can afford, whatever their personal circumstances.

We are committed to working better together for our residents, providing safe, warm and comfortable homes where they can live their lives well.

Our focus is on the capital, where we provide services to households in almost 61,000 homes across every London borough. Our homes range from Victorian street properties older than 120 years, to new developments built in the 21st century. In areas around London, we have slightly more than 6,000 properties, but plan to transfer those to better placed registered providers over the coming years.

Alongside improving existing homes and services, we continue to build new homes. In 2023/24, we plan to deliver around 1,000 new homes, 80% of which will be affordable, ensuring we are playing our part in addressing the capital's housing shortage and enabling more people to truly make London home.





Better together

Strategic priorities



Better connections

To reconnect more fully with our residents and address their legitimate concerns, we need to get closer to them. We need to listen actively and empathetically and see our services from their point of view.



Better homes

We want all our residents to have a safe, warm, comfortable home where they can enjoy life. We need to make improvements of one sort or another to the majority of our homes.



Better places

A sense of community plays a holistic, tenure blind way that meets the needs of the residents and local community.

ENABLERS



Finances and value-for-money



People



Technology, digital transformation and data

Customer strategy: priority outcomes

1

Residents feel safe in their homes

2

Residents feel like their house is a home

3

Housing costs are fair, predictable and easy to pay

4

We really listen to residents and act in response

5

We fix things well and fast

6

We take care of the property and place for today and the future

Our values

Our values set out what we stand for. They help guide our colleagues, inform their behaviours and influence the decisions they take every day. They underpin the successful delivery of our strategic objectives by supporting a resident-focused service and helping us to work together successfully as one organisation. Our values should be visible in the way we behave at work and in our communities.

1 Compassionate

Our neighbourly spirit prevails and informs how we treat everyone, from the colleague sitting next to us to the resident in our care. We are generous with our time, our actions, and our investment in people, whether our colleagues or residents.

2 Progressive

We are committed to change where it will improve services, systems or processes for our residents and others. Our teams strive to be better than the day before and recognise the achievements of getting there. By asking questions, thinking creatively and trying out new things, we ensure that change is incremental and that we learn from mistakes as we go.

3 Dependable

If we say we are going to do something, we do it. We take ownership and hold ourselves and others accountable for following through on the commitments made. By demonstrating that we consistently deliver and keep our promises we build the trust of everyone we work with. Our colleagues and residents can count on us.

4 Inclusive

We believe in housing that works for everyone. Celebrating the diversity of both our resident and employee communities, we commit to profoundly changing the balance of power in our organisation in order to authentically reflect them. We proactively fight injustice and champion equality. Collaboration, whether with external agencies or through internal teamwork, is the only way to achieve our collective vision. Good ideas can come from anywhere, so we take the time to listen to others and treat everyone with respect.

5 Empowered

We are facilitators, here to champion and support our residents. Led by them and their needs, we empower them to use their home as a springboard to prosper and grow. We empower our people to lead, take ownership of their work and be accountable for everything they do. They leave their own mark as they contribute to the positive change we collectively make.



Our people

We have more than 1,500 colleagues, most of whom work at the heart of our communities, building relationships with residents that go beyond bricks and mortar. We strive to be the best we can, and are committed to working with our residents to ensure that everyone has a safe, secure and good quality home, and access to high standard services delivered in the way that suits them best – whether that's online or face-to-face.

Our people and our values make up our flourishing and diverse culture. With us, you'll be empowered to aim high and deliver. We want you to join our talented colleagues to learn, develop and grow.

We have created a new framework, which sets out how we expect our staff to behave. The new expectations provide a standard and consistent framework for everyone and will be used when we recruit, induct, develop and appraise our staff.

We hold ourselves and each other to account for getting the job done. That means being creative, curious and keeping going until we find solutions.

Whether you're delivering services to our residents, supporting operations from a corporate office-based role or helping to build new homes, there's room for all kinds of passionate people here.

We're committed to attracting talented, creative people. We're not looking for one type of person – we're hugely diverse. We don't just accept difference, we celebrate and support it! We, like the communities we serve, thrive on it.

In 2022 we were awarded the Investors in People silver accreditation. We believe it reflects the effort we have put in to ensure our staff are led, supported, developed and managed well.

INVESTORS IN PEOPLE
We invest in people Silver





Why work with us?

We care about the wellbeing of our people and we believe this makes Notting Hill Genesis a great place to work: a place where you'll feel supported and valued. As well as offering competitive salaries within our sector, we also provide a wide range of additional benefits and several ways to help you maintain a healthy work-life balance.

Total compensation

Our basic salaries are very competitive. This in addition to our pensions for which we will contribute **up to 10.8%** of earnings alongside your contributions of up to 9.2% means that a maximum of 20% of earnings is put aside each month as total pension contributions.

Internal mobility

Once you join NHG there are plenty opportunities to grow and move around. We've had plenty of examples of people starting off in one area of the business and then moving into marketing, or HR or a more customer facing role where you are dealing with residents every day. If you enjoy doing a wide variety of tasks and don't have a passion in one particular area this could be the route for you.

Our core benefits

- Generous pension contributions plus free life assurance
- Excellent annual leave allowance (25+ days)
- Hybrid working opportunities
- Cycle2work
- Healthcare cash plan scheme
- Health and wellbeing service including remote GPs
- Interest free season ticket loan
- Interest free tenancy deposit loan
- Enhanced maternity and paternity pay
- Wellbeing events, such as flu vaccination vouchers and massage days
- Professional subscriptions paid for

Qualifying period may apply

Hybrid working

We value and respect difference and are committed to building an inclusive culture by creating an environment where you can balance a successful career with your commitments and interests outside of work. We support flexible working arrangements that foster collaboration, combined with the power of in-person interactions. For most operational roles, we work best when we're together so we'd expect you to be in the office or out and about with customers for most of the working week. That ensures we're at our prime, crafting exceptional customer experiences and achieving outstanding business outcomes. Some roles lend themselves to flexible options more than others and we are open to discussing agile working opportunities during the hiring process.

Diversity

We are one of the most diverse and inclusive employers in London. Not only are 67% of our staff from an ethnically diverse background, we have also made a commitment to have 40% Black, Asian and minority ethnic representation at board and committee level by 2025. We are a Stonewall Diversity Champion and a Disability Confident employer and have different employee social groups such as Beehive (our women's staff network), Cultural Energie (promoting Black, Asian and minority ethnic group achievements and culture) and a carers network.

Location

Our operational teams spend much of their time out and about with residents in their communities. Your office space will be either in King's Cross or Hammersmith, both offering a wide range of amenities in vibrant local neighbourhoods.

Wellbeing

The wellbeing group runs regular wellbeing initiatives including yoga, pilates and meditation classes. With a variety of events, activities, guest speakers, workshops and useful information, there's something for everyone. The aim is to inform, inspire and help you get the most out of life as well as having fun at the same time.



Learning and development

We are committed to developing you and your career; we want you to grow. We help colleagues to do this by providing career pathways as well as many varied learning and development opportunities. Our corporate programmes, such as leadership and mentoring, are complemented by a variety of online resources and facilitator led sessions across the corporate skill base.

To develop our leaders of tomorrow and help support our diversity initiatives, we support and encourage colleagues to take part in external development programmes such as Leadership 2025, Future of London Leaders Programmes and the G15 Accelerate Programme.