



Work for us

Chief governance and risk officer

Information pack



www.nhg.org.uk/careers

Welcome



Thank you for your interest in becoming our chief governance and risk officer, a brand new role at executive board level for Notting Hill Genesis.

You'll be joining us at a pivotal moment as we move into the second year of our Better Together corporate strategy published in July 2023. We've made solid progress over the past 12 months, providing firm foundations for future success, but we have more to do.

Specifically, we need to focus on five broad outcomes over the next five years to ensure we can deliver our strategic objectives and the enabling themes that support them, providing good quality homes and services for our 130,000 existing residents at the same time as building more affordable homes.

- We design our services based on customer needs, including easy-to-use technology for those who wish to self-serve. This helps our colleagues to focus on residents with more complex needs.
- We provide quality homes and offer a brilliant service, so that our residents truly feel like customers, and our colleagues are proud to work for us.
- We are financially sustainable through all market cycles and reinvest surplus to build more affordable homes in London.
- We do that by doing the 'basics' well, harnessing technology and data, to continuously improve our operations in key areas such as repairs and service

charges, to reduce waste and improve efficiency. If we can't offer a great service, we partner with providers who can.

- We serve customers and operate business lines only where we can provide a great service and operate at scale, are financially sustainable and within our risk tolerance.

This new role leading governance and risk is part of a wider refresh of my executive team to ensure we can deliver those refreshed outcomes and make a clearer link between our strategic objectives and the executives responsible for their delivery.

The organisation, board and I are very interested in hearing from leaders at different stages of their career and from a range of markets. First and foremost, you must be able to lead within an environment of scale; show passion for our mission; be detail orientated and able to ensure we hold ourselves to the highest standards within all regulatory and legislative expectations.

In return, we offer a great place to work, with very determined colleagues and hope that we can encourage you to learn more about our organisation.

Thank you again for your interest and I look forward to getting to know more about you over the coming weeks.

Patrick Franco
Chief executive

Notting Hill Genesis at a glance

£700m

Turnover

£864m

Available liquidity

67,000

Homes owned or managed

3,000

New homes in our five-year pipeline

G1/V1

Regulatory rating

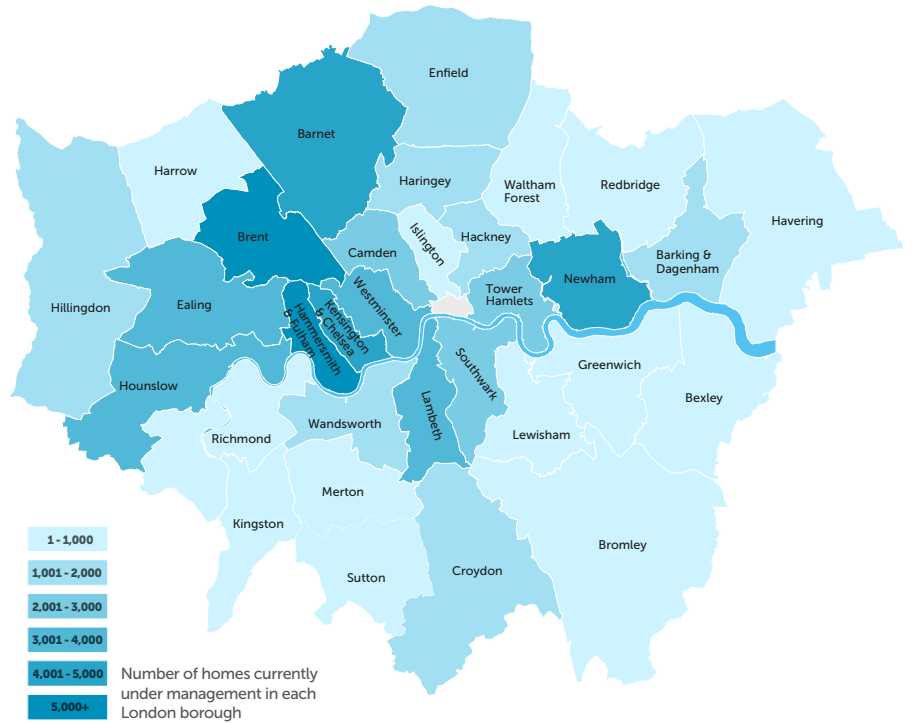
A- (stable)

S&P rating

A (negative)

Fitch rating

Where we work



67,636

Total properties owned or under management

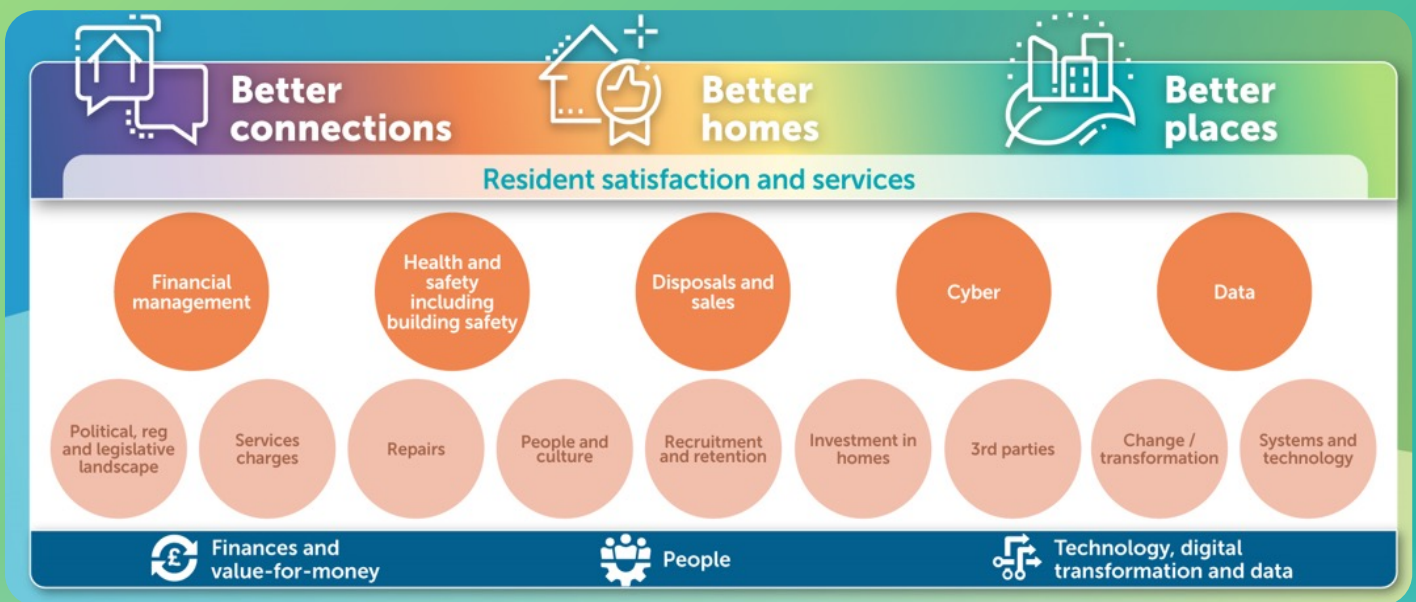
61,399 In London

6,237 Outside London

Board and committee structure



Key risks





Making London home

Our story

A home provides the basis for a stable and healthy society, but the capital's housing crisis means that for too many Londoners, a home is out of reach.

We're a not-for-profit organisation with a focus on providing quality homes at below-market rents for people who would otherwise struggle to afford them. We are both a landlord and a developer, with more than 60,000 existing homes and plans to build 3,000 more over the next five years. We engage in commercial activities and any surpluses we produce support the provision of below market-rent homes across the capital.

Founded in the 1960s to address slum conditions in west London, we're now one of London's largest charitable housing associations and a leading advocate and trusted partner to local councils and government. Our aim is to give Londoners a base and community from which to achieve their potential.

Powered by £770 million of investment into our homes over the next 10 years, and guided by our Better Together strategy, we're on a mission to improve how we deliver even better quality homes, connections and places for our 130,000 existing residents. Alongside working better together for our residents, we'll also continue to build and develop new and more affordable homes, so that more people can continue to 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 crucial role in our residents' overall experience. We will manage our estates in 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

Who you'll work with

Our executive team



Patrick Franco
Chief executive



Katie Bond
Chief operating officer



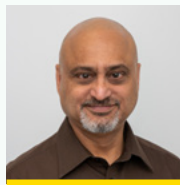
Matthew Cornwall-Jones
Chief homes officer



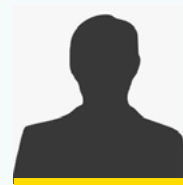
Rajiv Peter
Chief information officer



Mark Smith
Chief financial officer



Vipul Thacker
Chief organisational effectiveness officer

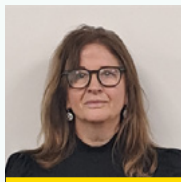


TBC
Chief people officer

Our governance and risk team



Bahzad Brifkani
Head of data protection



Beverley Sandal
Head of governance



Dragan Bursac
Head of health and safety



Shama Sharif
Head of risk and assurance



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 set of example behaviours to help colleagues demonstrate our values. The new behaviours 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.



Our values

Our values set out what we stand for. They underpin the successful delivery of our strategic objectives, helping us to work better together for our residents as one organisation. Our values should be visible in everything we say and do, whether dealing with residents or people we work with.

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.



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. For pensions, we will contribute **up to 10.8%** of earnings alongside your contributions of up to 9.2%, which means that a maximum of 20% of earnings is put aside each month as total pension contributions.

Internal mobility

Once you join us there are plenty of opportunities to grow and move around. We have many 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 of 30 days plus Christmas office closure
- 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 (qualifying period may apply)
- Wellbeing events, such as flu vaccination vouchers and massage days
- Professional subscriptions paid for

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. We are supporters of hybrid working and many of our roles lend themselves to a mixture of office, community and home working. 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. We also have several staff networks covering a range of diverse characteristics.

Location

Your office space will be mainly in King's Cross, but you should also expect to spend time in our buildings in Hammersmith and Chelmsford for specific activities. All offer a modern working environment and are situated in areas that offer a wide range of amenities in vibrant local neighbourhoods.

Wellbeing

The wellbeing group runs regular sessions including yoga, pilates and meditation classes. With a variety of events, activities, guest speakers, workshops and useful information, there's something for everyone. Our 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.

Chief governance and risk officer

What's it all about

As part of our executive board and reporting to the board, you will have overall strategic responsibility for all aspects of Notting Hill Genesis's governance, regulation, policy, risk and assurance activities to ensure we maintain our financial strength, operate efficiently, manage risks effectively and ensure we continue to support our residents by making certain that we hold ourselves to the highest standards within all regulatory and legislative expectations.

This will include delivering and maintaining first-class governance, risk and assurance frameworks to ensure our people, culture, systems, policies and processes meet business need and contribute effectively to our Better Together strategic goals and resident outcomes.

How you'll make a difference

You will help ensure we are able to achieve and maintain G1/C1 regulatory ratings and hold the organisation to account for compliance standards to keep our residents safe and in homes that are of a standard they deserve. At the same time, you will safeguard the interests of our stakeholders and ensure we maintain compliance with regulatory and legal standards and foster and enable an enterprise-wide risk-aware culture.

You will work collaboratively with our board and all colleagues and executive leadership across the organisation, ensuring we continue to deliver for our residents. You will represent and promote our interests externally with key stakeholders, fostering and maintaining highly effective relationships with our regulatory bodies and strategic partners.

How you'll do it

- Provide strong and effective leadership, implementing and managing agreed plans aligned with our values to ensure the best possible results.
- Ensure we deliver excellent services to our residents and invest appropriately in our properties and places/communities.
- Report to the chief executive, executive board, board and committees on all aspects of business activities within the governance, risk, regulation, policy and assurance remit and on implications of strategic and operational decisions.
- Provide senior level advice and guidance to all business units as required.
- Shape and provide assured leadership to a fit-for-purpose team, and champion a business-partnering approach where there is a culture of collaboration to deliver high quality products and services for our customers.
- Establish and maintain throughout the organisation a culture of high performance, risk awareness, great governance and compliance ethics, supporting colleagues to deliver their roles to meet evolving customer needs and outcomes.
- Oversee the organisation's risk and compliance performance.
- Provide a governance environment that ensures all areas are in line with good practice and are effectively and efficiently delivered.
- Deliver a risk framework that ensures all levels from board to customer-facing colleagues are actively managing, monitoring and mitigating risk.
- Design and embed a robust three lines of defence model.
- Proactively monitor and hold the business to account for its compliance standards, continuously improving the insight and value from this activity.
- Provide regulatory, legal and policy insight and advisory that keeps pace of our wider operating environment and supports the successful achievement of our strategic plan and outcomes.
- Continually develop yourself, your team and broader business colleagues to constantly improve capability and performance.
- Ensure you follow and keep up to date with all relevant in-house and statutory policies and related procedures, including health and safety and financial regulations.

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 leadership level so you will also need to meet [our people manager standards](#).

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

- Significant experience in executive and senior leadership roles in highly regulated environments.
- Proven experience of design, build and successful implementation of risk and governance frameworks.
- Strong, credible senior executive stakeholder influencing and management skills.
- High commercial acumen and expertise in corporate strategy delivery.
- Transformation and change practitioner with sound experience of leading organisations through change in commercial and complex delivery environments.
- Graduate/relevant experience
- Chartered Governance Institute qualified or similar.
- Experience in public affairs would be beneficial.
- Ability to analyse complex and multi-data sources, incisive decision making and enabling presentation of concepts, data and outcomes in an accessible way.

Key responsibilities

Governance, regulation, and policy

- Lead company secretariat ensuring all duties are performed in line with rules, regulatory and legislative requirements and in line with the operations of the group and its entities.
- Lead on regulation, legislation and internal and external policy development and engagement, ensuring the provision of frameworks and standards are ways of working are adopted across the organisation.
- Provide proactive external insight into market trends, regulatory changes, policy environment and emerging risks and opportunities.
- Act as the single point of contact for regulatory relationships and enquiries including FCA and RSH and co-ordinate inspections, audits, and examinations, ensuring timely and accurate preparations and responses when needed.
- Lead data protection officer functions, including GDPR management and reporting.
- Lead corporate health and safety functions.
- Strategic lead for whistleblowing, anti-bribery, fraud, anti-money laundering/MLRO.
- Prepare and present regular reports and updates to board, committees and executive leadership across all areas of responsibility.
- Chair business, risk and governance fora as required.

Risk

- Develop, implement and drive the risk management framework for Notting Hill Genesis.
- Ensure the group and executive boards are provided a fit-for-purpose risk appetite and risk register.
- Oversee the development and maintenance of risk reporting to ensure risks are being effectively managed and the organisation is held to account.
- Evaluate and monitor third-party/vendor relationships to assess potential risks and ensure compliance with regulatory requirements, implementing robust due diligence processes and oversight mechanisms to manage third-party risks effectively.

- Develop and promote a strong risk culture.

Assurance

- Provide a single focus for all corporate compliance reporting and monitoring, including health and safety.
- Establish a demonstrable three lines of defence model and assurance functions, also working with other key control functions to ensure a robust assurance framework, map plans and reporting are in place.
- Provide oversight of regulatory compliance activities, ensuring adherence to relevant laws, regulations, and industry standards, and overseeing regulatory reporting requirements, examinations, and audits.
- Manage the external audit function provisions.

People

- Provide strategic, collaborative and inclusive organisational and functional leadership ensuring all team members and related functions are managed to high performance standards, with development plans to help them achieve their potential.
- Establish a continuous improvement environment where everyone in the team is ever improving.
- Collaborate with all internal stakeholders to achieve the best outcome for Notting Hill Genesis, and ensure the team do the same.