



Work for us

Operations
Information pack

www.nhg.org.uk/careers



Welcome

Thanks for your interest in joining the operations directorate at Notting Hill Genesis, a not-for-profit housing provider working across the whole of London and its immediate surroundings.

Now is an exciting time to join us as we refresh how we work to ensure we're focusing on what matters most to the people who live in our homes.

To support that drive, we're recruiting now for colleagues to join our core operations teams and work out and about in our communities, supporting our residents to live their lives well.

Wherever you are in your career and whatever your background – professionally and personally – there's a good chance we'll have a role to match your skills, where you can make a genuine difference to our residents and support our mission of making London home.

This pack tells you more about our organisation, the areas we're recruiting to now, and the sorts of people we're keen to attract. Most importantly, you'll be someone who genuinely puts customers first, has a passion for our vision and mission, and makes our values visible every working day.

We look forward to hearing from you soon.

Pippa Fleetwood-Read and Lucy Glynn
Managing directors, operations

Notting Hill Genesis at a glance

67,110

Properties owned or managed

£21.7bn

Value of properties

8,000

Homes in the pipeline

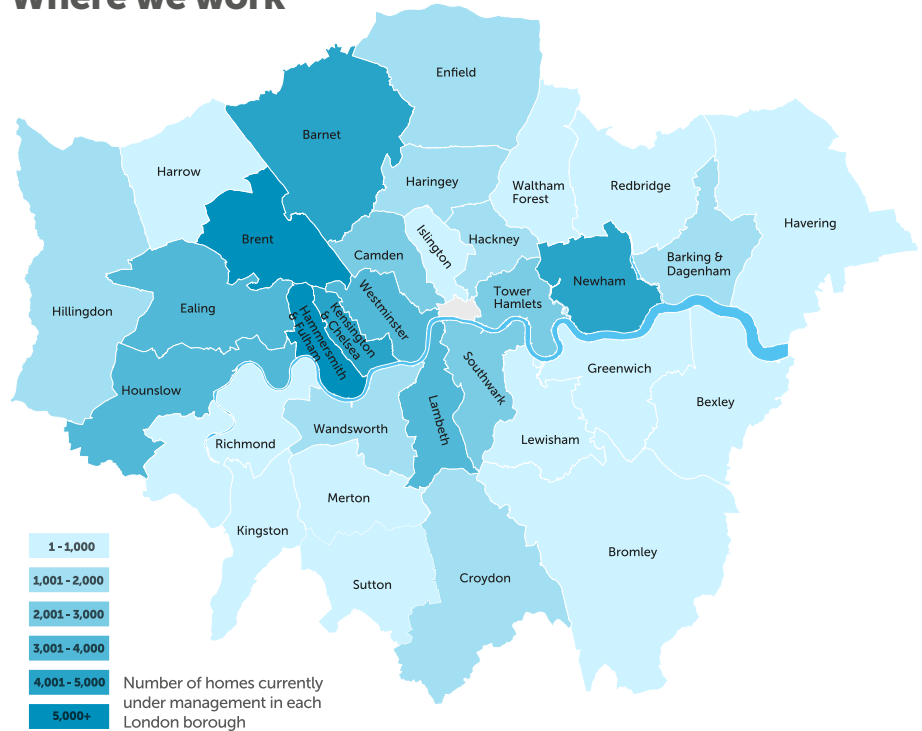
More than

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



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 homes and a well-established commercial business, from which we reinvest surpluses to 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, giving Londoners a base and community from which to achieve their potential.

Powered by half a billion pounds of investment through 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

Our operations directorate

The operations directorate includes more than 1,000 colleagues across five departments, each headed by a member of the senior management team who report to Katie Bond, our chief operating officer. All five teams work closely together to ensure a comprehensive and streamlined service to every resident.

The roles we're recruiting to now will sit in one of two operational departments, which bring together the management of our two biggest customer bases – general needs residents and leaseholders. The two departments are geographically split, with one covering our north and east regions and the other our west, central and out-of-London areas. They are also responsible for service charges and legal services and temporary and supported housing.

Other departments in the directorate cover customer experience, repairs, and places and estates.



Katie Bond

Chief operating officer



Amjad Khan

Director of customer experience



Brett Hohls

Director of repairs



Lizzie Stevens

Managing director of places and estates



Lucy Glynn

Managing director of operations 2



Pippa Fleetwood-Read

Managing director of operations 1

Who you'll work with



Neil Coils

Assistant director of operations, operations 1

I'm looking forward to working with new and former colleagues under one operations team as part of our refreshed directorate. Together with my new heads of operations – Gemma Harvey in the north, Aneka Bogle in the east and Aine Short as head of managing agents for north and east – I am excited to transform our service delivery to residents at a local level, doing what is right for all customers living in one place rather than based on their tenure.



Kerrie McKinley

Assistant director of operations, operations 2

Leading one of the core operational departments is a great opportunity to implement a positive change for our residents, in line with our customer strategy. I'm looking forward to working across tenures with my heads of operations – Samehra Arif in the west and Howard Goodall in central – to improve the experience of our customers. I'm confident that this will be achieved working collaboratively across teams and regions with the talented colleagues in place at Notting Hill Genesis.



Emily Thompson

Project director, housing

I have the exciting opportunity to lead four teams who manage our homes in Hertfordshire and Essex, as well as being the operational lead to deliver a successful transfer of homes in those areas in line with our Better Together corporate strategy. Having worked with the teams over the last few months, I am aware of the anxiety that this announcement had, and, in my role, I will bring visibility, transparency and clear decision-making so that colleagues know what is happening when and the impact that will have. I am really looking forward to seeing the splendid work these teams deliver, support them to provide excellent services to residents and to ensure that any future provider is just as focused on this level of success.



Ellie Desborough

Assistant director of service charges and legal services

I am excited to build a team that delivers effective and accessible cross-tenure support to property management and housing officers in key areas. I am pleased to be working alongside Chris Milson and Stuart Coare, my heads of service charge, who will deliver this vital function.

My new team will provide essential support to customer-facing colleagues, empowering them to deliver for residents in areas such as service charge management, tenancy sustainment, safeguarding, targeted legal referrals and home ownership transactions such as staircasing and resales.

I am looking forward to harnessing the great work that is happening across the business in these areas, and shaping our offer to build on their success.



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 (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 (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. Our optimal balance of at least three days a week in the office or with customers for all colleagues ensures we're at our prime, crafting exceptional customer experiences and achieving outstanding business outcomes. For most operational roles, we work best when we're together so we expect colleagues in those teams to be in the office or out and about with customers for most of the working week. 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

In most operational roles, you'll spend much of your time out and about with residents in their communities. Your office space will be in either King's Cross or Hammersmith. Both 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 Programmes and the G15 Accelerate Programme.