



# Work for us

Join the New Business &  
Sales team

Information pack

[www.nhg.org.uk/careers](http://www.nhg.org.uk/careers)

# Welcome to the New Business & Sales team

The recent restructure of NHG's Development and Sales directorate has seen a number of core functions reorganised and brought together under the New Business & Sales team. We're responsible for identifying and securing housing-led development opportunities, ensuring the delivery of a high proportion of affordable homes; marketing and selling new-build shared ownership homes, as well as any private dwellings; and providing the crucial business intelligence and analysis that underpins the entire development and sales programme.

As a team that operates at either end of the development pipeline – from the initial appraisal of potential development sites and partnership opportunities, through to the eventual sale of the resulting homes – we're charged with making sure we meet the organisation's business plan objectives for new homes delivery and sales revenue, within the stringent financial parameters set by our Group and Executive Boards and the Greater London Authority's rules on public sector grant. We're committed to providing exceptional levels of service, support and business insight to customers and colleagues at every step along the way.

This pack tells you more about our organisation, the kinds of work we do and the sorts of people we're looking to attract. We're keen to hear from anyone with the skills and drive to support our mission of making London home. The successful candidate will be someone who genuinely puts customers and colleagues first, has a passion for what we do and makes our values visible every working day.

We look forward to hearing from you soon.



**James MacPherson**  
Director of New Business & Sales



**Diana Alam**  
Director of Sales & Marketing

# Notting Hill Genesis at a glance

**67,110**

Properties owned  
or managed

**£21.7bn**

Value of properties

**10,500**

Homes in the pipeline

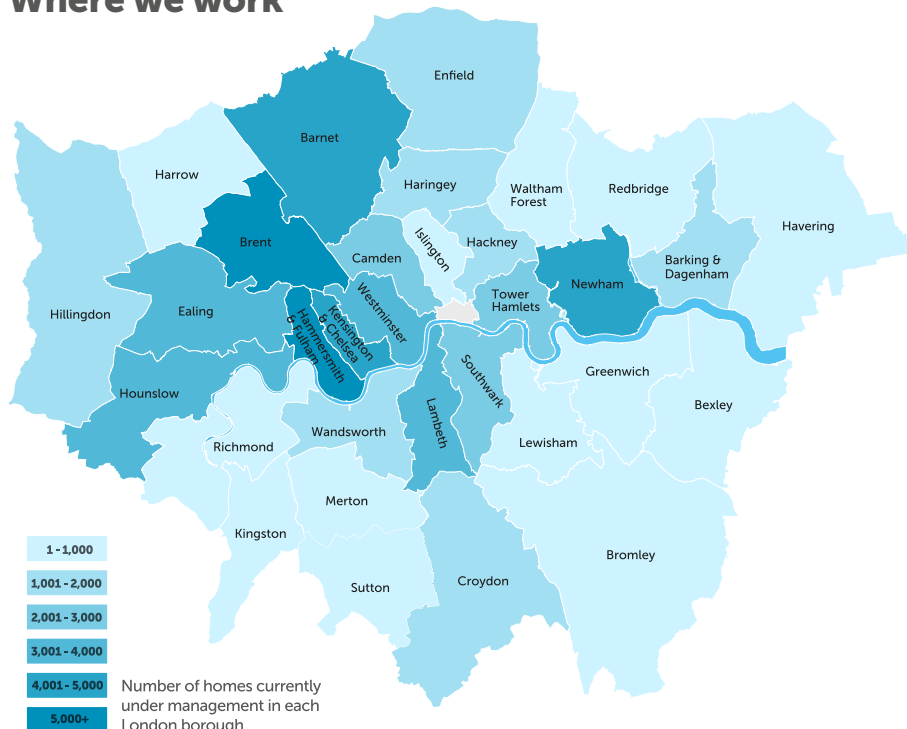
More than

**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. Over 1,000 new homes are expected to complete in 2024/25, more than 60% 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 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 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 set of example behaviours to help colleagues demonstrate our values. These behaviours provide a standard and consistent framework for everyone and are 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



# Who you'll work with

## Your colleagues at Assistant Director level



**Matt Cunnah**  
**Assistant Director Land  
& New Business**

Matt's primary responsibility is to drive NHG's acquisition targets by identifying and pursuing new development opportunities. His goal is to expand the property portfolio by securing development land and pursuing partnership strategies, including S.106 acquisitions, joint ventures and public sector tenders. Matt leads on the operational aspects of all new business acquisitions, as well as site disposals.



**Danielle Lennon**  
**Assistant Planning  
Director**

Danielle leads the planning process for NHG's new-build and estate regeneration schemes, managing both external consultants and internal client teams to deliver high-quality architectural designs and develop the full suite of project plans and documents ahead of planning submission. Her work encompasses community consultation and engagement alongside a detailed knowledge of planning policy.

## The team you'll manage



**Deanne Green**  
**Development  
Programme Manager**

Deanne supports the AD of Business Information in monitoring and reporting on NHG's development and sales programmes, both internally and externally. Her role includes managing the day-to-day business relationship with the GLA and Homes England, and supporting NHG's response to GLA/Homes England Compliance Audits.



**Ben Johnson**  
**Development Data &  
Forecasting Lead**

Ben provides the data analysis to support strategic decision-making and operational improvements for the Development & Sales directorate. He utilises a range of software platforms and tools to design and develop reports that are used in managing the development programme, and to monitor and report on cash flow.



**Gary Newman**  
**Research & Insight  
Manager**

Gary leads on delivering sales research and market insights to assist the team in achieving business plan objectives and maximising revenue through informed decision-making. He works with colleagues in the wider marketing team to help develop successful sales strategies and products. His role includes research and analysis on competitor developers, customer preferences and economic trends.



**Daisy Evans**  
**Sales Systems  
Analyst**

Daisy's role focuses on sales performance reporting, driving data management and intelligence to enable informed decision making and highlight risks within the sales & marketing function and the wider business. She ensures that all sales data is accurately analysed and reported. By providing up-to-date market insights and performance reports she supports strategic planning and risk management.



## 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 another as their interests and expertise develops. We support continuous professional development for colleagues at all levels of the organisation.

### 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. 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. We also have several staff networks covering a range of diverse characteristics.

## Location

You'll be based out of our head office in Kings Cross, with great transport links and a wide range of amenities in the area.

## 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. 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.