

Head of Acceptance into Portfolio

Assets and Sustainability > Planned Investment

What's it all about

To manage the acceptance of all properties into assets and building safety services – providing strategic and technical leadership and co-ordination.

How you'll make a difference

Creating and embedding process maps, policies, and procedures to ensure the capture of data and information for the Assets and Building Safety teams to manage new schemes in the future.

Develop excellent relationships across Development, Client Delivery, Assets and Building Safety to ensure properties are handed over so they can be managed safely and effectively.

Managing the reputational and financial risk associated with accepting homes into portfolio.

Working with Development, the Building Safety Regulation team, and Assets to ensure compliance with the 'Golden Thread'.

How you'll do it

- Support the Client Delivery Team to forecast handovers and prepare for properties coming into management ensuring that the Asset teams have all plant on contract.
- Work with Managers in the Assets and Building Safety teams to ensure that new developments have appropriate maintenance arrangements in advance of handover.
- Develop and implement controls, checks, and balances and reporting to give management confidence that all properties are compliance and under contract at the point of handover.
- Work with Assets and Building Safety Managers to incorporate maintenance requirements of new developments into budget setting and business plans.
- Work with the Planning & Data team to inform improvements to our data and information management for NHGs digital transformation journey.
- Lead Assets and Building Safety sign off of developments at key stages.
- Attend fortnightly Project Review Group meetings to represent Assets and Building Safety views and priorities.
- Support the Development Design & Technical team to improve future schemes through lessons learned from managing our buildings.
- Through effective management, deliver improved Value for Money for the business by reducing risk of component failure on buildings.
- Support individual teams within Assets and Building Safety to develop their own in-team capacity to engage with new developments.
- Provide effective leadership to implement and manage agreed plans and processes.
- Lead and manage the service to support Assets and Building Safety teams in line with NHG's management behaviours.
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and
- Lead on creating, co-ordinating and synthesising required processes for properties to be accepted into the portfolio of the Assets and Building Safety teams to manage.
- Provide relevant senior level advice and technical guidance as required, supported by specialists within the Assets and Building Safety teams to Development and the Client Delivery Team
- Lead on providing Assets and Building Safety requirements to the Client Delivery, Development, and other teams.
- Liaise between Assets, Building Safety and Development – Effectively managing relationships to mediate between different priorities and needs, helping to translate between the teams, maintaining focus on common goals and promoting collaboration.



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build effective relationships with relevant stakeholders.

- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least three days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.
- Ensure you follow the financial regulations, policies, and procedures at NHG.

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. Please [refer to the framework](#). This role is at **leadership** level.

This is a people manager role. Please [refer to our people manager standards](#).

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

- Experience of working with the handover of projects.
- Experience of developing and maintaining strategic partnerships across multiple departments.
- Track record of success in a leadership role; meeting challenging objectives and resolving complex strategic issues.
- Evidence of effective people management achievements in a diverse service delivery environment. Evidence of achievements in diversity and inclusion.
- Experience of building and managing effective relationships at a including those with customers, partners, and a range of stakeholders.
- Evidence of excellent customer service achievements in a complex service delivery environment.
- Evidence of developing policies and procedures to enable an organisation to improve its management of assets.
- Evidence of commercial acumen with a track record of successful negotiation and successful partnerships.
- An understanding of residential property development and construction
- Demonstrable capability for strategic thinking.
- Strong intellect with the ability to analyse complex data, review alternative solutions and reach speedy, well-formed conclusions.
- Strong influencing and negotiating skills supported by personal credibility, integrity, and professionalism.



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- Effective and confident interpersonal skills with the ability to engage with a range of audiences and work in genuine collaboration with others.
- Effective IT skills including advanced MS Word/Excel skills. This role is subject to a basic criminal record check (CRB) issued by the disclosure and barring service (DBS)
- A degree level or higher qualification in property or construction related discipline, or equivalent professional experience.
- Membership of a relevant professional institute
- Desirable