

The logo for Notting Hill Genesis is located in the top right corner. It consists of a stylized 'N' shape composed of four overlapping diagonal bands in orange, light blue, yellow, and green. To the right of this shape is a circular emblem with a green center, a blue ring, and a yellow outer ring. The text 'Notting Hill Genesis' is written in white, sans-serif font across the center of the emblem.

Notting Hill
Genesis

The background of the entire page is a photograph of a modern, multi-story residential building with a light-colored brick facade and dark-framed windows. A balcony with a metal railing and some potted plants is visible on the middle floor. On the left side, there are large, overlapping diagonal stripes in orange, light blue, yellow, and green, which are part of the Notting Hill Genesis branding. A dark grey banner is positioned across the lower half of the image, containing the title text.

Application briefing pack
Building Manager



This briefing pack provides you with information and tips on how to apply for the role of building manager. It also explains what assessors will be looking for from you at each stage of the process.

Application process

The application process consists of several stages:

1. First, we ask you to answer three competency-based questions. We use this to test your written skills and mark responses against our values and behaviors – here we will shortlist candidates for the further rounds of assessment.
2. If shortlisted you will then be booked in for a screening call where you will be given more information about the role and will be asked a couple of questions assessing your customer service, prioritisation and communication skills.
3. If successful after the screening call you will then be sent a timed written assessment to be completed online. We use this to assess whether you have the written communication skills required for this role, and meet the requirements across all our competencies.
4. If you pass the written test you would then be invited for a final interview. This takes place in person at one of our offices and consists of two parts:
 - a. A case study exercise assessing how you would approach a likely situation as a building manager.
 - b. An interview with a panel of two members of staff who will ask questions about the case study, and then will go into several competency-based questions similar to those asked in the written application. This is to score candidates against our competencies.

1. Application Questions

To apply for the role, you will need to complete three competency-based questions. Below is guidance on what to expect and how to approach the application process.

Competency-based questions

We ask three questions which require you to give an example from your vocational, academic or personal experience to illustrate their answer. The questions are focused on the skills that are required for the role and they concern: dealing with an unhappy customer, working well with others and communication.

Answers should be given in prose and make good use of the word count available as very short answers or bullet points will not be considered acceptable. Equally, it is important to make sure that all answers are of sufficient quality (rather than one strong answer being sufficient), as all answers must meet the minimum benchmark to be shortlisted.

For each of the questions, think about real-life, specific examples which demonstrate actions you have taken rather than talking in generalities or about a hypothetical situation.

The STAR technique

A useful method for answering questions in an application or interview is the STAR technique. This technique gives a straightforward format that you can use to structure your response by outlining the **S**ituation, **T**ask, **A**ction and **R**esult.

- **Situation** – set the scene and provide the assessors with the necessary details of the example that you have chosen.
- **Task** – describe what your responsibility was in that situation what you needed to get done.
- **Action** – explain what steps you took to address the situation.
- **Result** – share what outcomes the actions you took achieved.

We recommend you use the STAR technique as it is a simple framework to assist with telling a meaningful story about their example.

2. The screening call & the written assessment

If you are shortlisted you will be booked in for a 20 minute screening call. This will be by telephone although we can accommodate if you have reasonable adjustments.

During this call you will be given more information about the organisation, the role, and working arrangements – *please note this role is office based and in our communities, whilst there may be opportunities to work from home this is not a hybrid role as we need to be ready to support our residents at all times.* The recruiter will also ask you a couple of questions to get you to elaborate on your customer service experience, these questions will be scored.

If you are successful, you will receive an email with a link to an online written assessment and a deadline to complete the assessment by. Then, when you begin the assessment, you will have 60 minutes to complete the task.

As a building manager, you will produce a significant amount of written communication, so it is important that we assess you on this.

The situation in the written assessment is that you have taken on a new role and must respond to an unhappy resident. You are expected to read all the information provided to you so that you can provide the customer with a comprehensive response to the issues they have raised. You do not need any technical knowledge of housing to be able to complete the written assessment as you will not be assessed on this.

In the assessment, you will be measured on your spelling and grammar, the structure of your response and how you analyse and digest information that you have received to formulate a written response. The tone of your writing is also important, particularly when responding to customers about a sensitive subject, so we will be assessing this alongside your influencing skills and how you explain your reasoning for your decisions to the customer.

As the written assessment is online, please make sure that you have a strong wi-fi connection before starting the assessment. Unfortunately, we may not be able to accept any applications if they are not completed by the specified deadline stated in the email invite.

Again, if you have reasonable adjustments requirements please let us know.

3. Interview

a) Interview

Our interviews are competency-based which means that we ask questions to understand how you have used your specific skills and experience to approach problems, tasks and challenges. We use this approach to identify whether or not an individual has the skills required for the role rather than just test if they have done certain tasks.

The interview will consist of five competency-based questions. Feel free to make notes as you can refer to these during your interview so that you are better prepared to answer questions.

The interview questions will cover several different topics:

- Customer focus
- Teamwork
- Accountability and delivery
- Communication and inclusion
- Adaptability

To answer these questions, we expect you to draw upon your own vocational, academic, or personal experience and provide the interview panel with examples of situations or tasks that you have personally handled. The aim for this is to explain how you have approached problems, tasks and challenges and the steps that you have taken to resolve these.

Use the STAR technique explained above in your competency-based interview to ensure that your answers have structure. There will be time to refer to your notes before and during answering questions, but it is important not to spend too long deliberating on answers as this will break up the flow of the interview.

Following the competency-based questions there will also be an opportunity for you to ask the interview panel any questions that you have about the organisation or the role.

Case Study

We use a case study detailing a typical scenario which may arise for a building manager to assess how you would approach and behave in this situation, as you might later encounter this in the role.

You will be given time to review the case study and make any notes ahead of the interview portion. You can keep the case study with you during the interview should you want to refer to it at a later stage.

We do not expect you to prepare specifically for the case study as we want to see how you would act in the moment.