

Onboarding and Induction Manager



Working better together
for our residents

> Operations Directorate > Customer Experience

What's it all about

Positioned within the Operations Directorate and working in close collaboration with HR, the Recruitment, Onboarding and Induction Manager is pivotal in ensuring that Notting Hill Genesis attracts, onboards and trains the right talent. This role is dedicated to aligning recruitment strategies with business forecasting, ensuring seamless onboarding experiences and implementing comprehensive induction and training programmes for new hires.

How you'll make a difference

The Recruitment, Onboarding and Induction Manager will oversee the entire recruitment-to-induction process working closely with HR. By understanding business needs and forecasting, they will ensure that recruitment strategies are tailored to attract the right talent. They will champion a seamless onboarding experience, ensuring that new hires feel welcomed, informed, and prepared. With a focus on the first 6 months, they will implement robust induction and training programmes, setting new hires up for success.

In this role, they will also provide leadership and guidance to the Onboarding and Induction Training Officer, ensuring alignment in strategies and execution.

How you'll do it

- Collaborate with HR and the Operations Directorate to understand business needs, forecasting, and talent requirements.
- With HR, develop and implement tailored recruitment strategies that align with business needs and attract the right candidates.
- Oversee the onboarding process, ensuring that it is efficient, welcoming, and sets new hires up for success from day one.
- Design and implement comprehensive induction and training programmes, focusing on equipping new hires with the necessary skills and knowledge for their first 6 months.

- Collaborate with various departments to ensure that training content is relevant, up-to-date, and aligned with organisational goals.
- Provide leadership and guidance to the Onboarding and Induction Training Officer, ensuring effective execution of onboarding and training initiatives.
- Monitor and evaluate the effectiveness of recruitment, onboarding, and induction strategies, making necessary adjustments based on feedback and outcomes.
- Foster strong relationships with internal stakeholders, ensuring alignment in recruitment and training objectives.

Essential knowledge, experience and skills

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

- Profound expertise in onboarding processes, and induction training methodologies.
- Experience in aligning recruitment and training strategies with business forecasting and needs.
- Strong leadership skills, with experience in guiding and mentoring direct reports.
- Exceptional communication and collaboration skills, adept at building relationships with internal stakeholders and external candidates.
- Ability to design and implement comprehensive training programmes tailored to specific roles and business needs.
- A genuine passion for ensuring that new hires have a positive, informative, and empowering start to their journey with Notting Hill Genesis.
- Proven ability to collaborate effectively with HR and other departments, ensuring alignment in recruitment, onboarding, and training strategies.



Working better together
for our residents

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 manager level.