



Work for us

NHG Digital

Information pack



www.nhg.org.uk/careers

Welcome

Thank you for your interest in joining the NHG Digital team.

Use your expertise to improve lives

NHG Digital is changing. We are building a modern, multidisciplinary digital directorate that puts residents, colleagues and service outcomes at the centre of every decision.

Our vision is simple:

To provide trusted digital services that empower residents to thrive in their homes and communities.

We partner with residents and colleagues to create simple, trusted services that improve access, remove barriers and help people feel supported, heard and connected. Technology matters, but the difference it makes to people matters more.

Why join us now?

This is an opportunity to join NHG Digital at an important stage in its development. We are moving beyond a traditional technology support model to become a valued business partner that connects digital, data and technology expertise directly to better services for residents and colleagues.

You will have the opportunity to:

- Shape how a new digital operating model works in practice, not simply inherit established ways of working.
- Influence meaningful services, connecting your professional expertise to resident needs, colleague experience and NHG's wider social purpose.
- Work across professional boundaries, alongside specialists in products, architecture, DevOps, transition, operations, customer support, cyber security, data and governance.
- Bring professional judgement to important decisions, with clear accountability and the authority to contribute within your area of expertise.
- Create services that are safe, accessible and supportable, with user insight, evidence, risk and operational readiness considered from the beginning.
- Build sustainable capability, improving how NHG works while sharing knowledge and helping others develop.

Our model brings together six connected service domains: Align, Design & Build, Run, Protect, Inform and Govern. Each discipline contributes something different, but no part of the model succeeds alone.

Work that has a visible purpose

At NHG, digital change starts by understanding the problem, the people affected and the outcome that would make the service better. Residents, frontline colleagues and service owners help shape demand. Products define the value, specialist teams design and deliver the solution, and operational teams ensure it can be supported successfully in live use. Feedback then informs the next cycle of improvement.

This means your work will not be separated from its impact. Whether your expertise is in product, architecture, engineering, transition, operations, customer support, cyber security, data or governance, you will be part of an end-to-end team focused on making services:

- Easier to access and use
- More dependable and resilient
- Safer and better governed
- Informed by trustworthy data
- Continuously improved through evidence and feedback

A team where every discipline matters

We believe that difference in role does not mean difference in value. Clear accountabilities help people understand where they can lead, where they need to collaborate and how their expertise contributes to the wider outcome.

You will be joining an environment that values:

Partnership. Working with residents, colleagues, service owners and delivery partners.

Purpose. Connecting digital decisions to better homes, services and communities.

Professional trust. Giving specialists clear ownership and space to exercise judgement.

Constructive challenge. Using evidence to test assumptions and make better decisions.

Continuous improvement. Learning from service performance and real user experience.

Shared success. Recognising that lasting change comes from disciplines working together.

Bring your expertise. Help build what comes next.

If you want to do more than maintain technology, and want to help shape trusted services that make a positive difference to people's lives, NHG Digital offers the opportunity to make your expertise count.

Join us and help turn resident and colleague needs into safe, trusted and continuously improving digital services.

Notting Hill Genesis at a glance

2024/25

786 new homes completed

147,000 day-to-day repairs completed

780 new boilers 503 kitchens and bathrooms upgraded

680 new windows

£5,000,000 of benefits claimed for residents

45 homes for rough sleepers

247 residents helped into employment

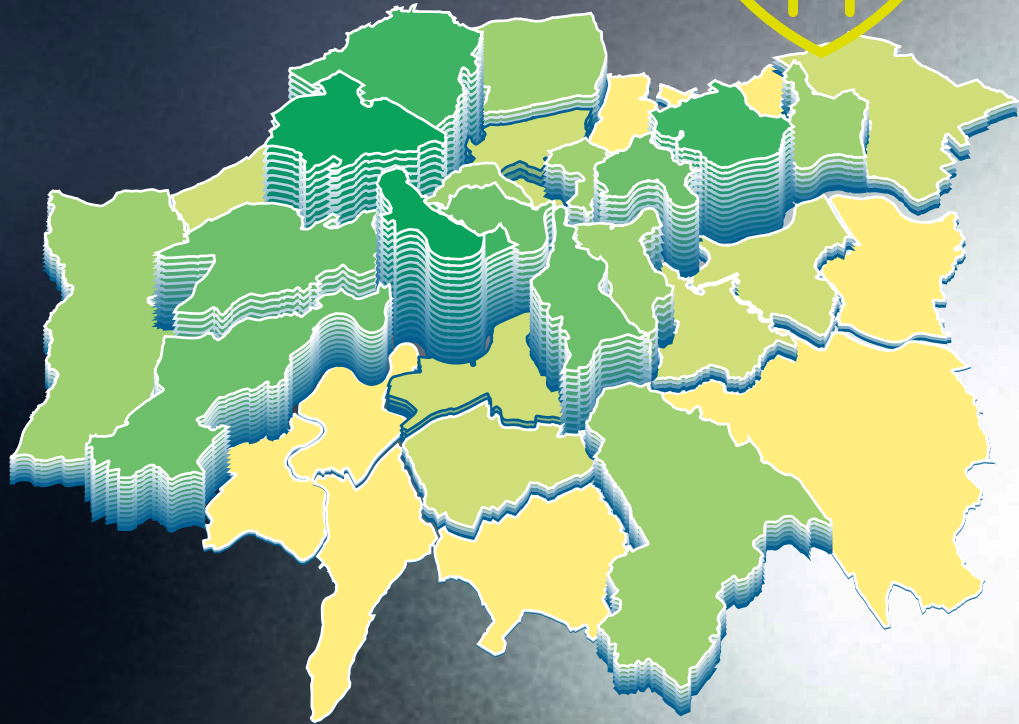
742 residents helped into training

99 residents helped into work experience

400+ residents attended engagement activity

374 homes refurbished to renew standard

Working better together for our residents



130,000+ residents

65,000+ homes



Read our latest ESG report



Read our latest Financial Statement



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 are a not-for-profit registered provider of social housing, regulated by government. 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.

We are both a landlord and a developer, with more than 65,000 existing homes and 3,000 more in our pipeline over the next five years, and a well-established commercial business from which we reinvest surpluses to support the provision of below market-rent homes across the capital.

Powered by over £1bn of investment into our homes over the next ten years, we're on a mission to improve how we deliver even better-quality homes, services and communities for our 130,000 residents.

We are committed to returning to regulatory compliance and being able to build even more new affordable homes in the future. To build trust and reputation with our residents and wider society, we will continue to simplify and transform how we are organised and how we work.



Values and why they matter

Our values reflect what matters most to us. They influence every decision we make and every action we take. The values are brought to life through our behaviours - over time, these repeated behaviours build a professional identity and reputation that others recognise and trust.

Ask someone what 'reliability' means and they might struggle. Ask them what a reliable colleague does, and they'll answer straight away - they reply to messages, they show up when they say they will, they tell you early if something's slipping. That's the whole idea: People experience what we actually do. **A value only becomes real the moment it turns into an action.**

Standards for how we work

A task can be completed and ticked off. Values are different - you don't ever finish being respectful, and there's no day when trust is "done". Our values are not aspirations, and they are not words on a wall. They are the standards for how we work with each other, so that we deliver for each other and our residents.

That matters, because our work throws up hard, messy, human situations most days - a resident who's angry for good reason, a decision with no clear answer, a moment where the kind thing and the efficient thing aren't quite the same. In those moments, the values are what you come back to:

We succeed together

We keep our word

We do better every day



We succeed together



We keep our word



We do better every day



We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

Respect

I treat every colleague with respect regardless of their role or level.

Inclusion

I listen to and include people whose perspectives are different from mine.

Belonging

I ask for what I need to do my job and make sure others feel valued and part of the team.

Collaboration

I work across team boundaries and do not operate in silos. I am approachable, ask for help when I need it and offer it to others.

Celebration

I recognise and celebrate the contributions of others promptly and specifically.



We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

Responsibility

I make sure I know what is expected of me and take responsibility for the quality of my work.

Integrity

I treat colleagues and residents fairly and do the right thing.

Ownership

When I see something that is not working, not right or not safe, I do something about it.

Reliability

I do what I say I will do and tell people promptly when plans change or if something will take longer.

Trust

I speak up about issues with quality, standards and behaviour, and I listen when others raise them, even when it feels difficult.



We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

Pride

I hold myself to high standards and take pride in the work that I do at NHG.

Learning

I learn from successes and failures and use insight and knowledge to do things differently.

Improvement

I actively look for better ways to do my job and always share ideas for improvement.

Innovation

I am open to new ways of doing things and I try them rather than defaulting to how we have always worked.

Growth

I look for opportunities to learn, grow and use my strengths, and I support the people around me to do the same.

Strategic priorities



As we continue to strengthen the organisation, our focus is on getting the basics right, building solid foundations, and ensuring we deliver consistently for residents.

These priorities sit at the core of how we operate and what we expect of ourselves:

Enhancing customer experience

We will listen, act and make it easier for residents to access the services they need. Our goal is to rebuild trust, improve responsiveness and ensure every interaction reflects care, respect and follow through.

Delivering safe, quality homes

Every home must be safe, compliant and well maintained. We are committed to delivering consistent standards of safety, quality and comfort across all properties

Engaging our people

Our colleagues are central to delivery. We will provide clarity, support and recognition so they can perform confidently and deliver the best possible outcomes for residents.

Improving risk and governance

We will simplify oversight, strengthen accountability and increase transparency, building confidence and trust with residents, funders and regulators.

Financial strength and value for money

Every pound must count. We will cut waste and prioritise investment where it has the greatest impact for residents and the ongoing strength of the business.

These priorities are the framework that keeps us focused on delivering what matters most for our residents, our business, and for you as a future member of our leadership at Board level.



Our people

We have more than 1,800 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.

INVESTORS IN PEOPLE
We invest in people Silver

Proud Employer
Member

disability confident
EMPLOYER

Harry's Pledge

stonewall housing **HouseProud**
Pledge Pioneer

UNIFY
Care | Culture | Network | Monitor

RACE EQUALITY MATTERS
MEMBER 2026/27

G15 Diversity Pledge Signatory



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 of 25–30 days, plus office closure over the Christmas period
- 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. We are supporters of hybrid working and many of our roles lend themselves to a mixture of office, community and home working. 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

Your office space will be mainly in King's Cross, but you should also expect to spend time in our buildings in Hammersmith and Chelmsford for specific activities. All 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 2025, Future of London Leaders Programmes and the G15 Accelerate Programme.