



Director of Product Delivery

> Finance > Financial Services

What's it all about

The Digital Director – Products & Delivery is the single accountable leader for what Notting Hill Genesis (NHG) delivers in digital services, how those services are designed or sourced, and how well they are adopted and improved over time. The role delivers NHG's Digital Mission by partnering with residents and staff to create simple, trusted services that improve access and remove barriers.

It translates organisational priorities into scalable digital change, balancing user need, pace, risk and value, while ensuring services, whether built internally or procured, are secure, operable, well integrated and supported by clear evidence of benefit.

How you'll make a difference

You will create a culture based upon partnership, accountability and NHG's core values. You will ensure NHG's digital products and services are designed, sourced and delivered in a way that improves access, removes barriers and builds trust with residents and staff.

You will co-create digital service improvements with residents, staff, operational teams and delivery partners, using user insight, service data, delivery learning and lived experience to identify where digital services need to change.

You will build confidence through disciplined product and delivery management, with success measured through adoption, usability, operational readiness, financial control and evidenced benefits.

How you'll do it

- You will build and lead a high-performing team, setting clear expectations for accountability, judgement, behaviour and outcomes. You will operate as a visible leader, spending a minimum of two days per week onsite with teams, stakeholders and delivery partners to build trust, support timely decisions and reinforce NHG's values.
- You will be accountable for the digital product portfolio, service design approach and

roadmaps, ensuring they are shaped and maintained through the Head of Digital Products, business owners and relevant service owners. In partnership, you will determine which services NHG should build, buy or adapt to deliver the greatest value, making trade-offs across demand, risk, capacity and dependencies so the organisation can absorb and sustain digital change.

- You will remain the senior accountable digital technology authority for products and delivery, ensuring architecture, engineering, integration and AI-enabled service decisions are valid, governed and proportionate through the appropriate professional leads and assurance routes. You will ensure product, design and architectural standards are set, maintained and aligned with enterprise requirements, including code quality, operability and reuse where code is developed.
- You will be accountable for service design, adoption and sustained use, ensuring these disciplines are led through the Head of Digital Products and informed by resident, staff and operational insight. You will drive continuous improvement through user experience, service data and operational evidence.
- You will ensure all digital initiatives have clear, measurable benefits that can be evidenced, applying financial discipline to investment and delivery decisions so resources are directed to the highest-value outcomes.
- You will hold vendors and delivery partners accountable for quality, outcomes, value for money and knowledge transfer, ensuring externally sourced products meet NHG's needs and strengthen internal capability.
- You will work with the Head of Digital Operations, the Director of Digital Operations and relevant service owners to ensure digital services, whether built internally or sourced externally, are supportable, secure, well integrated and ready for live operation. You will ensure service dependencies are

understood, operational acceptance criteria are met, business-as-usual support arrangements are in place, and unresolved operational risks are addressed before services move into production.

- You will own the product and delivery policy, standards and procedural content for your area of accountability, ensuring it is aligned to the NHG Digital policy-management framework and that compliance evidence is maintained through the agreed governance route.
- You will follow all relevant NHG and statutory policies and procedures, including health and safety and financial regulations.

All about you

You bring senior experience leading digital products, service design, technology delivery or transformation in complex, regulated or similarly accountable environments, balancing user need, business value, technical complexity, delivery risk, pace, affordability and long-term supportability.

You are confident influencing at executive level using evidence, judgement and clear trade-offs, combining product, delivery and technical credibility with visible, values-led leadership and accountability for outcomes that improve services for residents and staff.

You understand that successful digital change is built through co-creation, disciplined delivery, strong relationships, adoption, operational readiness and evidenced benefits. You are motivated by social purpose and by making NHG's digital services simpler, more trusted and more effective for the people who rely on them every day.

Our values

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.

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.

We do better every day

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

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at Manager level.

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.

- Substantial senior leadership experience in digital products, service design, technology delivery or transformation, with accountability for people, budgets, risk and outcomes.
- Proven ability to lead multidisciplinary teams, build capability and create a collaborative, inclusive, high-performing culture.
- Strong experience translating organisational priorities into digital roadmaps, balancing user need, value, technical complexity, pace, risk, capacity and affordability.
- Credible technical understanding across architecture, integration, engineering, cloud/platform services, data, cyber security, AI-enabled services and operability, with the confidence to challenge suitability, risk and assurance.
- Strong knowledge of product management, user-centred design, service design, delivery governance, assurance and service acceptance.

- Experience governing build, buy, adapt and retire decisions, considering fit, whole-life cost, implementation risk, supportability and long-term value.
- Demonstrable supplier management experience, holding partners to account for quality, outcomes, value for money and knowledge transfer.
- Experience in regulated or accountable environments, with awareness of auditability, compliance, data protection, accessibility, equality, cyber security, responsible AI and resident or customer impact.
- Ability to provide visible, values-led leadership and evidence-based advice, making trade-offs clear, challenging constructively and escalating risk appropriately.
- Evidence of continued professional development through relevant experience, learning, qualifications, networks or practice; no specific qualification is mandatory.