Work for us

Director of Planned Investment & Building Safety Remediation

Information pack



www.nhg.org.uk/careers

Welcome

Thank you for your interest in joining the team.

Deliver one of the most significant housing investment and safety programmes in the country

At Notting Hill Genesis, our purpose is simple: to provide warm, safe and comfortable homes for our residents.

Over the next decade, we will invest more than £1 billion in our homes, places and communities. This is a once-in-a-generation programme of planned investment, building safety improvement and remediation that will directly improve the lives of tens of thousands of residents.

As Director of Planned Investment and Building Safety Remediation, you will lead the delivery of this ambitious agenda. You will shape how we invest in our homes, drive improvements in quality and customer outcomes, and ensure our residents benefit from homes that are safer, more resilient and fit for the future.

This is far more than a capital delivery role. It is an opportunity to transform homes at scale, influence strategic investment decisions and lead complex programmes that have a lasting impact on people and communities.

You will be responsible for delivering major planned investment programmes that improve the quality, reliability and performance of our homes, whilst also leading a significant building safety remediation programme. This includes progressing major remediation projects, addressing legacy challenges and ensuring our buildings meet the highest standards of safety and compliance.

Alongside programme delivery, you will build and lead high-performing teams, strengthen organisational capability and create a culture where quality, accountability and resident outcomes sit at the heart of every decision.

The scale of the challenge is significant, but so is the opportunity. You will help shape the future of a major housing organisation, ensuring investment decisions are informed by robust data, clear insight and a relentless focus on delivering value for residents.

If you are a strategic leader with experience of delivering major investment programmes, improving homes at scale and leading through complexity, this is a unique opportunity to make a visible and lasting difference.

Why this role matters

Every pound invested. Every home improved. Every resident protected.

This role sits at the centre of NHG's commitment to delivering safer buildings, better homes and stronger communities for the long term.

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

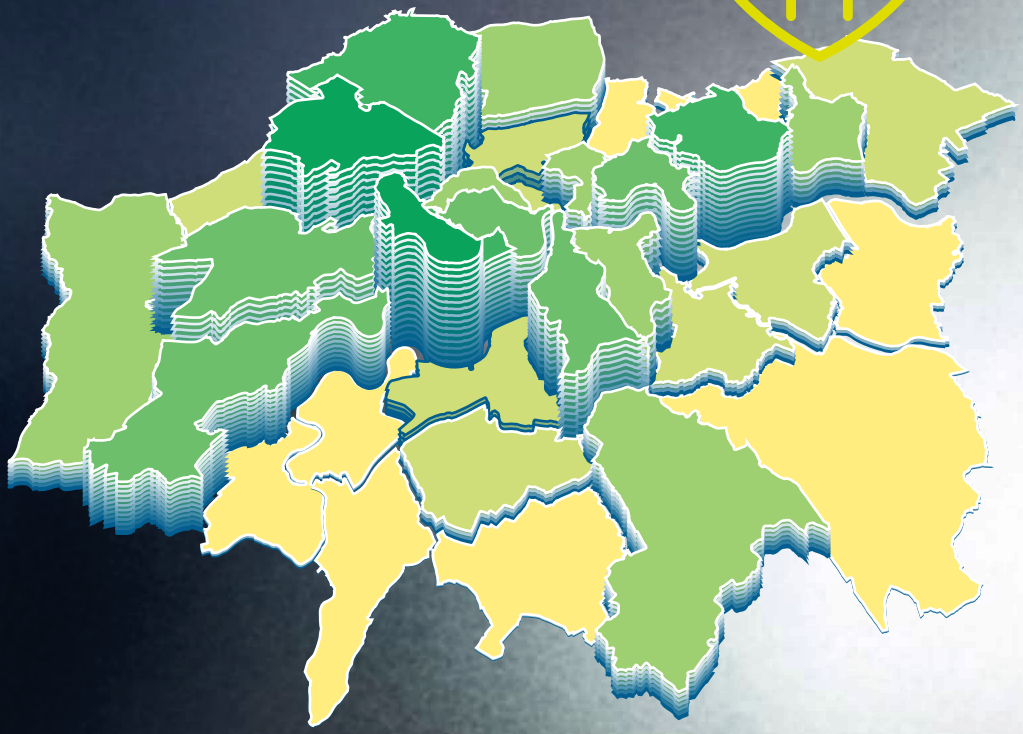
742 residents helped into training

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

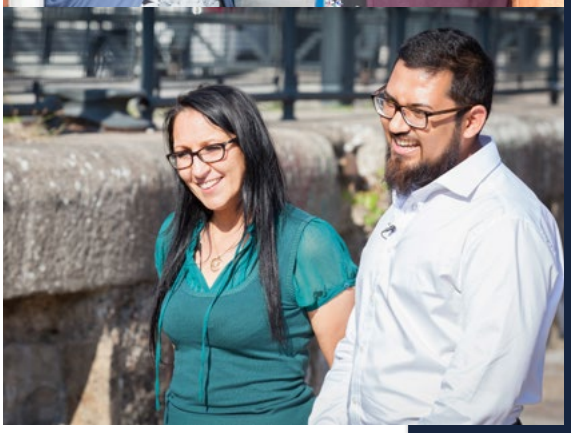


Read our latest Financial Statement



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.

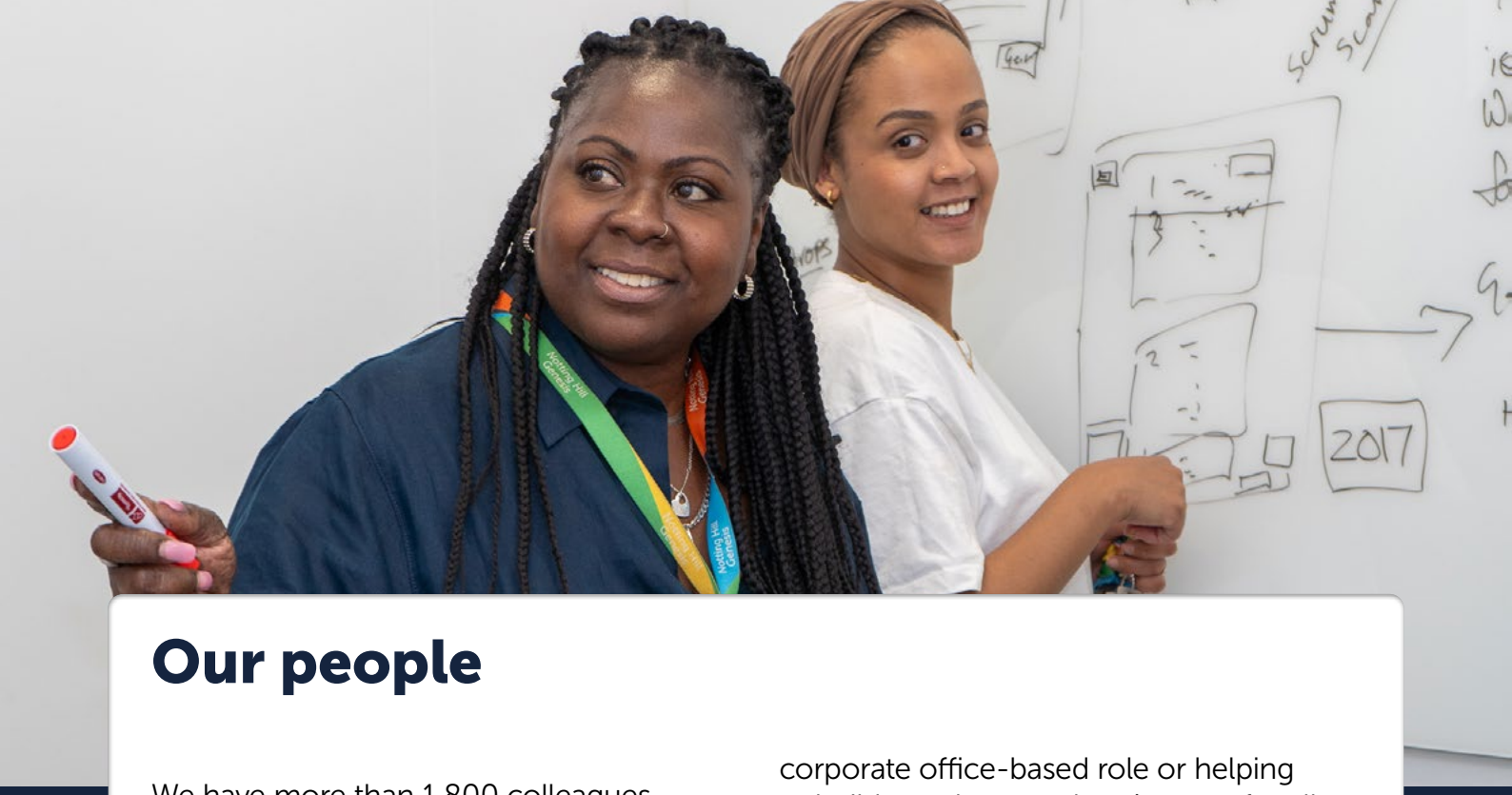
Improving risk and governance

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

Stonewall Proud Employer Member

disability confident EMPLOYER

Harry's Pledge

stonewall housing HouseProud Pledge Pioneer

UNIFY

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.