



# Work for us

Finance team leadership roles  
Information pack

[www.nhg.org.uk/careers](http://www.nhg.org.uk/careers)

# Welcome



Thank you for your interest in joining the wider management team in the finance directorate here at Notting Hill Genesis.

Now is an exciting time to join us. We are going through a significant cultural reset to ensure that everyone who works for us is focusing on what matters most to residents, our most important customers, no matter what their role is.

Our recently published Better Together corporate strategy sets out clearly what we want to achieve. It includes ambitious goals for improving the quality of our service and the experience of our residents. Put simply, we are committed to working better together for our residents, providing safe, warm and comfortable homes where they can live their lives well.

The transformation of the finance directorate will be key to meeting that commitment.

Everyone in the team knows we need to improve the service we deliver to our residents, and we are all keen to do that. To help us, we've reviewed how the directorate is set up and have created several new senior management roles. Successful candidates will have significant opportunities to make a genuine difference to our residents, whatever their personal circumstances, and support our mission of making London home.

This pack and the associated role profiles provide more information about our organisation and the sorts of people we're keen to attract. We're interested to hear from leaders at different stages of their career and from a range of markets. Most importantly, you'll be someone who genuinely puts customers first, has a passion for our vision and mission and makes our values visible every working day.

I look forward to your application.

**Susan Hickey**

Interim chief financial officer

# Notting Hill Genesis at a glance

**£728.1m**  
Turnover

**£106.1m**  
Surplus before tax

**£1,158.5m**  
Available liquidity

**67,110**  
Properties owned or managed

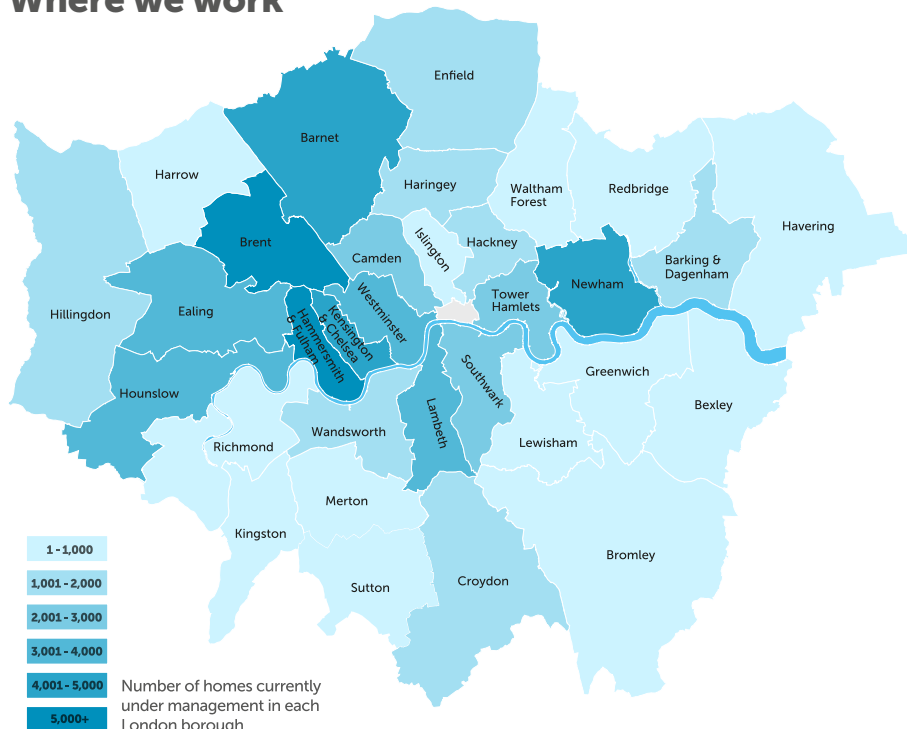
**8,000**  
New homes in our pipeline

**G1/V1**  
Regulatory rating

**A- (stable)**  
S&P rating

**A (negative)**  
Fitch rating

## Where we work



**67,110**

Total properties owned or under management

**60,759** In London

**6,351** Outside London

## Key performance statistics

	Six months ended 30/09/23 %	Six months ended 30/09/22 %
Surplus as % of turnover	5.5	23.6
Operating margin	23.4	33.2
Operating margin - social housing lettings	9.7	28.2
Surplus as % of income from lettings	8.6	21.9
Rent losses (voids and bad debts as % of rent and service charges receivable)	2.3	2.5
Rent arrears (gross arrears as % of rent and service charges receivable)	10.4	9.7
Interest cover (surplus before interest payable, depreciation and amortisation of housing properties as % of interest payable)	158.0	225.4
Gearing (total loans as a % of housing properties at cost)	38.0	37.0



# Making London home

## 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're a not-for-profit organisation with a focus on providing quality homes at below-market rents for people who would otherwise struggle to afford them. We are both a landlord and a developer, with more than 60,000 existing homes and 10,000 more in our pipeline, and a well-established commercial business from which we reinvest surpluses to support the provision of below market-rent homes across the capital.

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.

Powered by half a billion pounds of investment through our Better Together strategy, we're on a mission to improve how we deliver even better quality homes, connections and places for our 130,000 existing residents. Alongside working better together for our residents, we'll also continue to build and develop new and more affordable homes, so that more people can continue to make London home.





# Better together

## Strategic priorities

### Better connections



To reconnect more fully with our residents and address their legitimate concerns, we need to get closer to them. We need to listen actively and empathetically and see our services from their point of view.

### Better homes



We want all our residents to have a safe, warm, comfortable home where they can enjoy life. We need to make improvements of one sort or another to the majority of our homes.

### Better places



A sense of community plays a crucial role in our residents' overall experience. We will manage our estates in a holistic, tenure blind way that meets the needs of the residents and local community.

### ENABLERS



Finances and value-for-money



People



Technology, digital transformation and data

## Customer strategy: priority outcomes

1

Residents feel safe in their homes

2

Residents feel like their house is a home

3

Housing costs are fair, predictable and easy to pay

4

We really listen to residents and act in response

5

We fix things well and fast

6

We take care of the property and place for today and the future

## Our finance team

There are four departments in our finance directorate, which includes around 100 colleagues in total. Although each department is responsible for a range of specific finance capabilities, all have a strong focus on operating collaboratively as one finance team delivering for our customers.

Each department is led by a director who reports to our chief financial officer. From April 2024, Mark Smith will be joining us in that role, taking over from Susan Hickey, who's been with us on an interim basis since May 2023.

All the departments except governance are new. They've been created as part of our Better Together Finance programme, one of several strands that supports our wider Better Together corporate strategy.

Better Together Finance aims to refresh how we work so we're set up in the best way to support our operational colleagues to deliver the outcomes that matter most to residents and have the right tools to do our jobs well. It includes:

- Simplified processes for routine finance tasks so everyone is clear what they need to do when and actions take as little time as possible
- The introduction of Microsoft Dynamics, which works alongside other Microsoft products already used across our organisation, to automate those tasks where practical and replace our outdated and often cumbersome Compleat and SUN platforms
- A restructure to ensure the team has the right roles to support the new way of working, delivered by people who share our values and offering opportunities for career progression for those who want it

## Our new chief financial officer



Mark Smith will join us in April 2024 as our new chief financial officer. Mark has significant leadership experience across a range of financial disciplines as well as in process improvement and business change. He's currently chief financial officer at NHS Property Services and before that, he held several senior roles with BT.

## Who you'll work with



**Wasiu  
Fadahunsi**

Finance director for  
development, assets and  
sustainability

I'm responsible for business partnerships with both our assets and sustainability and development and sales directorates. My team works closely with colleagues in those areas to ensure they have the financial support they need. I also lead work for specific finance capabilities, including portfolio reporting, fixed assets, capital planning, investment, regeneration and joint ventures and project appraisal. In addition, I'm responsible for maintaining good relationships with all our investors, including banks, bondholders and credit agencies.



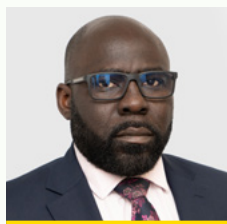
**Aaron Keyte**

Finance director  
for operations and  
corporate services

My team and I collaborate extensively with colleagues across various directorates, similar to Wasiu and his people. We provide finance support to operations, our largest directorate, as well as to central services and the information, systems and change teams, including the programme management office. Across the organisation, I lead work on financial planning and analysis, business intelligence, financial strategy and performance reporting.

Looking ahead, I am particularly excited about the potential of our new head of service structure. I'm advertising for three of the four roles at that level in my team, which represents both a significant step and a great opportunity in our transformation journey. I anticipate successful candidates bringing fresh perspectives and dynamic approaches to our team. My goal is to foster an environment where innovation thrives, encouraging a culture of continuous improvement and excellence. Integral to that vision is ensuring better outcomes for our residents, aligning our financial strategies and operations to create and maintain better homes and places. By doing so, we aim not only to achieve our strategic objectives but also to create a workplace where every member feels valued, inspired and equipped to contribute to our collective success.

## Who you'll work with



### Ayo Laleye

Finance director for  
financial services

I am responsible for the group's statutory reporting and audit, tax management, financial system, and master data management. I also coordinate the annual internal audit programme, working with my governance and risk colleagues to ensure relevant and appropriate controls exist to prevent operational failures and that we are promptly alerted to any such failure so we can take corrective actions. My team provides financial transactional support across our organisation in respect of accounts payable and payment processes, accounts receivable and order processing. Beyond our transition to Microsoft Dynamics 365, my goal is to tap into all process and system automation opportunities to enable end user self-service capabilities, shorten transactional and payment cycles, and improve service users' experiences. I envision a future where we can produce draft statutory accounts alongside our monthly management reports to facilitate faster statutory audit turnaround.



### Andrew Nankivell

Director of governance

I lead work to ensure our organisation is well managed in line with legal and ethical requirements for the benefit of all our stakeholders, including residents, our most important customers. My team's specific areas of responsibility include organising and supporting board and committee meetings, ensuring information flows securely to the right people and keeping proper records of group and executive board decisions. I'm also responsible for risk and assurance and oversee communications with our regulator as well as being the main point of contact for our shareholders – mainly long-standing residents and former colleagues who keep us connected to our original roots and purpose.



## Our people

We have more than 1,500 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



# Our values

Our values set out what we stand for. They underpin the successful delivery of our strategic objectives, helping us to work better together for our residents as one organisation. Our values should be visible in everything we say and do, whether dealing with residents or people we work with.

# 1

## Compassionate

Our neighbourly spirit prevails and informs how we treat everyone, from the colleague sitting next to us to the resident in our care. We are generous with our time, our actions, and our investment in people, whether our colleagues or residents.

# 2

## Progressive

We are committed to change where it will improve services, systems or processes for our residents and others. Our teams strive to be better than the day before and recognise the achievements of getting there. By asking questions, thinking creatively and trying out new things, we ensure that change is incremental and that we learn from mistakes as we go.

# 3

## Dependable

If we say we are going to do something, we do it. We take ownership and hold ourselves and others accountable for following through on the commitments made. By demonstrating that we consistently deliver and keep our promises we build the trust of everyone we work with. Our colleagues and residents can count on us.

# 4

## Inclusive

We believe in housing that works for everyone. Celebrating the diversity of both our resident and employee communities, we commit to profoundly changing the balance of power in our organisation in order to authentically reflect them. We proactively fight injustice and champion equality. Collaboration, whether with external agencies or through internal teamwork, is the only way to achieve our collective vision. Good ideas can come from anywhere, so we take the time to listen to others and treat everyone with respect.

# 5

## Empowered

We are facilitators, here to champion and support our residents. Led by them and their needs, we empower them to use their home as a springboard to prosper and grow. We empower our people to lead, take ownership of their work and be accountable for everything they do. They leave their own mark as they contribute to the positive change we collectively make.



## 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 (25+ days)
- 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. Our optimal balance of at least three days a week in the office or with customers for all colleagues ensures we're at our prime, crafting exceptional customer experiences and achieving outstanding business outcomes. 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

In many roles, you'll spend much of your time out and about with residents in their communities. Your office space will be in either King's Cross or Hammersmith. Both 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.