



Work for us

Join our repairs team

Information pack

www.nhg.org.uk/careers

Welcome to the repairs team



Day-to-day repairs are one of the main causes of dissatisfaction for our residents. That's why fixing things fast and well is one of six objectives in our customer plan, based on what residents told us matters most to them, that underpins our Better Together corporate strategy.

Our new repairs function will focus on delivering our promises to residents at the same time as having better financial oversight and control. Colleagues in each of the four functions that make up the team – contracts, delivery, surveying and operations – will provide a high quality, customer-focused service supported by specialists who are equipped to deal with more complex cases.

Our desire and goal is to provide a repairs service that is trustworthy, reliable, customer-focused, and safeguards our organisation. If you'd like to be part of that, read on. Wherever you are in your career and whatever your background – professionally and personally – there's a good chance we'll have a role to match your skills, where you can make a genuine difference to our residents and support our mission of making London home.

This pack tells you more about our organisation, the areas we're recruiting to now, and the sorts of people we're keen to attract. 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 hearing from you soon.

Brett Hohls

Director of repairs

Notting Hill Genesis at a glance

67,110

Properties owned or managed

£21.7bn

Value of properties

10,500

Homes in the pipeline

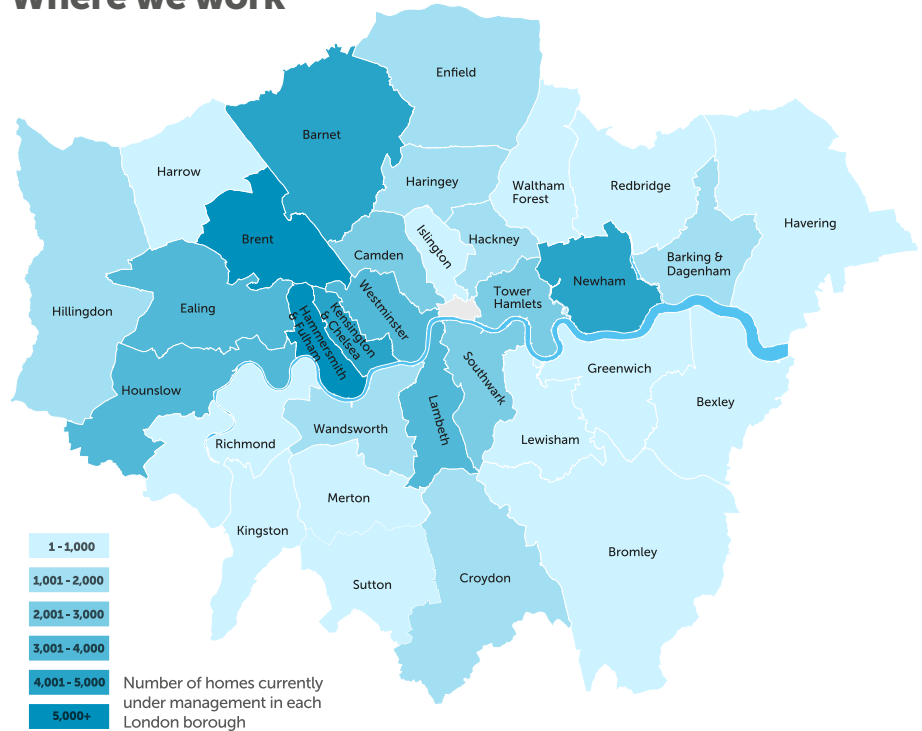
More than

1,500 colleagues

76.4%

Resident satisfaction

Where we work



67,110

Total properties owned or under management

60,759 In London

6,351 Outside London

65,370

Properties under management
By tenure type:

General needs
35,435

Leasehold
9,747

Shared ownership
8,954

Supported housing
3,248

Market rent
3,208

Temporary housing
2,853

Key worker 1,086

Student 839



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Our story

Around two in every 100 Londoners live in a Notting Hill Genesis home. More than half are in general needs properties charged at social or affordable rent levels, but we also offer shared ownership, leasehold, market rent, supported and temporary housing, and commercial properties.

That tenure mix allows us to build on our proud legacy over almost six decades as an innovative and important player in London's housing story, and to maintain our determination to deliver homes that Londoners can afford, whatever their personal circumstances.

We are committed to working better together for our residents, providing safe, warm and comfortable homes where they can live their lives well.

Our focus is on the capital, where we provide services to households in almost 61,000 homes across every London borough. Our homes range from Victorian street properties older than 120 years, to new developments built in the 21st century. In areas around London, we have slightly more than 6,000 properties, but plan to transfer those to better placed registered providers over the coming years.

Alongside improving existing homes and services, we continue to build new homes. In 2023/24, we plan to deliver around 1,000 new homes, 80% of which will be affordable, ensuring we are playing our part in addressing the capital's housing shortage and enabling more people to truly make London home.



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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 values

Our values set out what we stand for. They help guide our colleagues, inform their behaviours and influence the decisions they take every day. They underpin the successful delivery of our strategic objectives by supporting a resident-focused service and helping us to work together successfully as one organisation. Our values should be visible in the way we behave at work and in our communities.

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.



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 repairs team

The repairs team is one of five new departments created to ensure our wider operations directorate is set up in the best way to deliver what matters most to residents. The whole directorate includes around 1,000 colleagues. Other departments in the directorate are responsible for general operations ('behind-the-door' services for residents), customer experience, and places and estates. All the operational teams work closely together to ensure a joined-up service for the 130,000 people who live in our homes.

The department covers four main functions – contracts, delivery, surveying and operations.

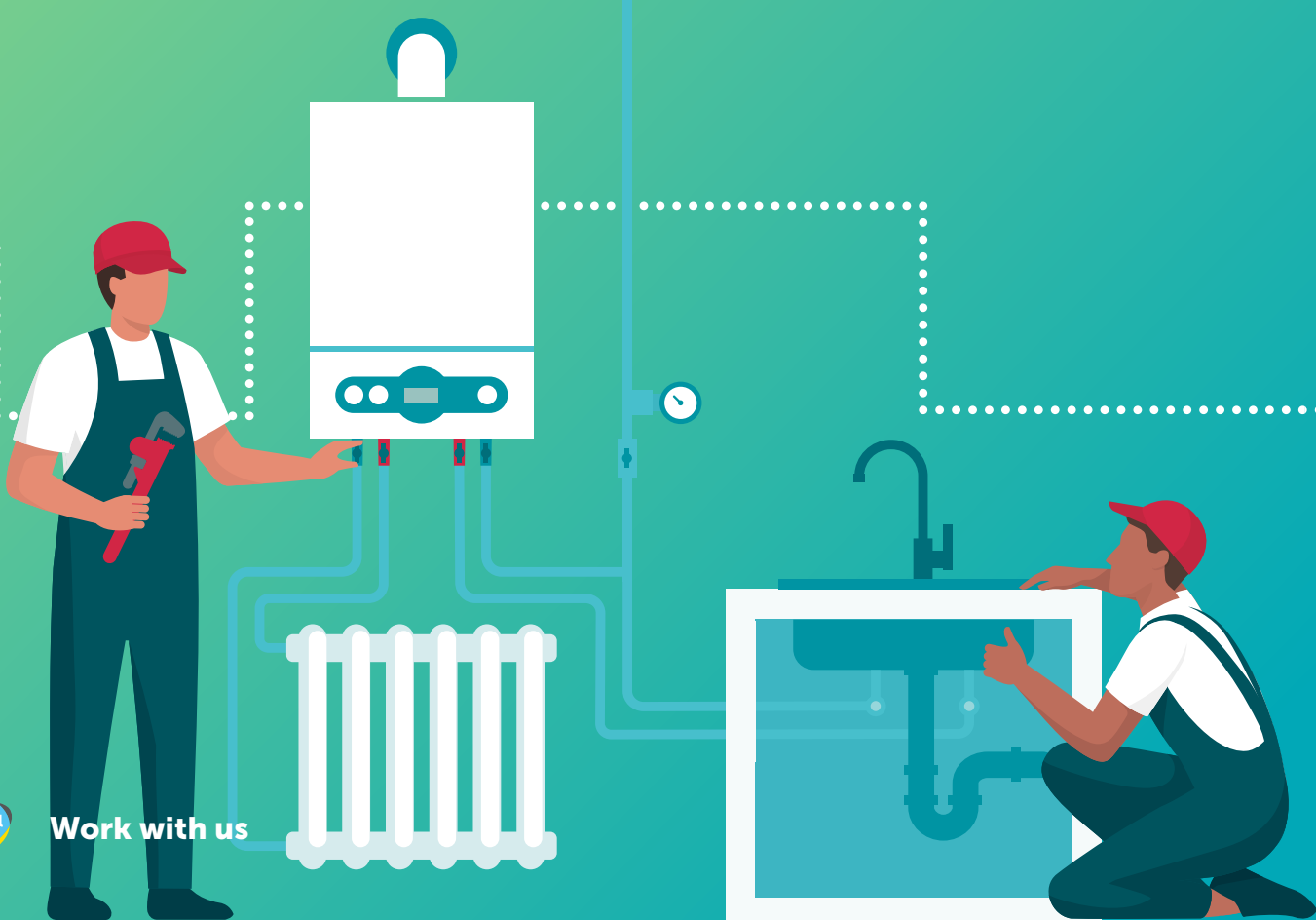
Our repairs hub provides a centralised support function offering triage, management, oversight and jeopardy resolution for all responsive repairs. We want to deliver a quality service for residents where they only need to ask once, we are able to recognise and fix failure fast and we can ensure lasting positive outcomes. That will ultimately better support our customer-facing colleagues and allow for an increased focus on work in the community.

Other specialised functions will allow us to proactively oversee and better manage our homes through patch-based surveyors. At the same time, we'll ensure we minimise future risk of disrepair (where we've been made aware of or should know about a repair but have failed to fix it) and improve the standards of our empty homes and associated performance so that we can relet them as fast as possible.

A dedicated focus on our supplier relationships will also allow us to better manage our contracts so that we are getting the best value and service from these, learning consistently from our data and making the most of commercial efficiencies.



Work with us



Who you'll work with

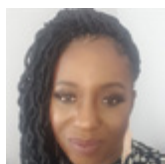


Lisa Gilbert
Head of repairs
operations

I'm really excited about my new role and how we can work alongside our colleagues across operations to deliver better outcomes to our customers.

The coming together of the voids team means we can focus on ensuring our working practices are consistent and can deliver high quality homes to our residents. We'll introduce a new model – which we call ReNew – for empty properties across our general needs homes, and establish a process that truly delivers our Better Together strategy and supports our residents to live in homes they are proud of.

My new project team will focus on assessing and resolving potential disrepair issues before they escalate. We want to provide a service where staff and resident queries and complaints are actioned quickly and thoroughly, and learnings and feedback are reflected in our ways of working moving forward. We will work closely with our residents to prevent issues from escalating and actively seek opportunities to build better relationships with our customers.



Michelle Jones
Head of repairs delivery

My duties include managing everyday responsive repair operations and everything related. I am enthusiastic about facing upcoming challenges and cultivating a more cohesive working environment that positively impacts both our internal and external customers, in line with our Better Together strategy.

The opportunity to develop and nurture a new team from the ground up is exciting. I'm eager to bring individuals on board who are solutions-oriented, innovative, driven, and passionate. My primary goal is to position Notting Hill Genesis at the forefront of responsive repair services, setting a precedent for other London housing providers to emulate. I firmly believe we can achieve this. My focus in the next few months will be building my team. I am looking forward to speaking with many of you who are interested in pursuing a career in repairs.



Troy Husbands
Head of surveying and
technical support

I am excited and looking forward to a new chapter for the repairs team. We have a vibrant and experienced surveying and technical services team that will help underpin our Better Together strategy by working with our colleagues to ensure that our residents' homes are cared for as we would expect for ourselves.

This is a perfect opportunity to improve how we deliver our service, putting our customers as our primary focus.

We have a great deal of local knowledge, but will look to build on that by creating a solid continued professional development programme to foster an environment with improvement and development at its hub. We will look at new products and services to ensure that we find new solutions to old and new problems our residents and colleagues face.



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. For most operational roles, we work best when we're together so we'd expect you to be in the office or out and about with customers for most of the working week. That 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

Our operational teams spend much of their time out and about with residents in their communities. Your office space will be either in King's Cross or Hammersmith, both offering 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. The 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.