



Work for us

Join our customer
experience team

Information pack

www.nhg.org.uk/careers

Welcome to the customer experience team



As the director of customer experience, I am thrilled to lead a team that doesn't just serve – we inspire.

Our vision is to transform the landscape of customer engagement, navigating the entire spectrum of customer interactions, from the first point of contact to the lasting impression.

Join us on a dynamic odyssey where resident engagement breathes life into our services and complaints are not setbacks but springboards for improvement. Our multi-channel customer contact strategy isn't just about reaching out, but about delivering a seamless experience that flows like a conversation between old friends.

We are the custodians of regulation and policy, the architects of rent compliance, and the champions of onboarding and induction. But at the heart of it all is our customer culture and employee engagement, a core that pulsates with the passion of our people, dedicated to making lives better and tasks easier.

At Notting Hill Genesis, we don't just adapt to change, we are the change, continuously evolving and always one step ahead.

If you're ready to be a part of a team where every day is an opportunity to shape the future of customer experience, read on. 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.

Let's make a difference together. Join us and be where your voice becomes the catalyst for our collective success.

I look forward to hearing from you soon.

Amjad Khan

Director of customer experience

Notting Hill Genesis at a glance

67,110

Properties owned or managed

£21.7bn

Value of properties

10,500

Homes in the pipeline

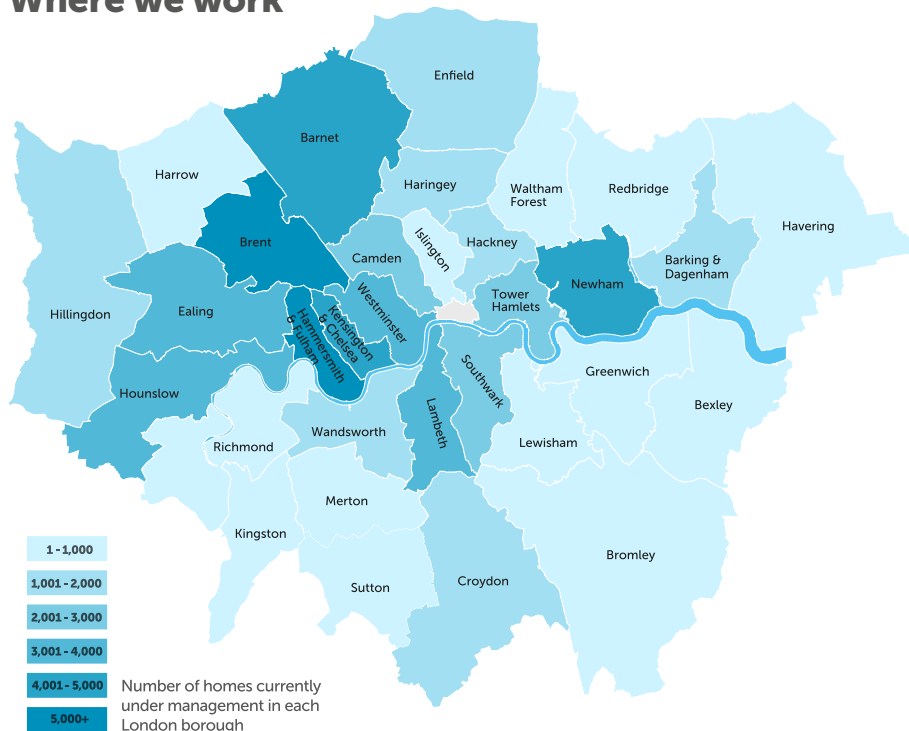
More than

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



Work with us



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.





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 customer experience team

The customer experience 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), repairs 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.

Two core teams make up the customer experience department.

Our insight and experience team covers resident engagement, customer journeys, and insight and complaints. It also includes our customer service centre which works alongside our local officers to support our residents' day-to-day needs.

Our regulation and policy team have four main areas of work. They are responsible for delivering our regulatory obligations around rents and new consumer standards and providing assurance on compliance so that we have a robust governance framework to address any risks and issues.

They are also responsible for our policies and procedures, working with colleagues to ensure those are clear, meet our legislative requirements and have a positive impact on our customers.

In addition, the regulation and policy team cover professional competency and onboarding to ensure all colleagues are well equipped to do their roles confidently.

Who you'll work with



Emma Turay
Assistant director of regulation and policy

I have always enjoyed working in the world of regulation and legislation and understanding what this means for us as a sector, our organisation, and our customers. The current and new landscape is vast and will enable us not only to deliver, but also showcase the work that we do more to those who matter the most – our residents – as well as ensuring we engage with them and learn what positive changes, we can make along the way.

I am really looking forward to working across our organisation and being able to shape how we demonstrate compliance to the Regulator of Social Housing at the same time as making a real difference to the customers we are all here to serve.

I'm keen for my teams to be the hub of knowledge for all things regulation and legislation and to be used as a sounding board, as well as welcoming, engaging and supporting our colleagues through the practical delivery of key roles.

Who you'll work with *cont'd*



Niamh Murray **Assistant director of insight and experience**

I love mixing the old with the new, so being part of a new department and shaping how we deliver services within an organisation I've enjoyed working in for 18 years keeps me interested and motivated.

I'm responsible for the insight and experience side of customer experience. So, my teams will gather a picture of what's working or not in terms of service through data and exploring customer journeys, listening and learning in complaints, and engaging and involving residents. The aim is to implement considered changes that will make a measurable difference to our residents' lives.

I'm looking forward to seeing all the teams in operations pulling together to deliver a great service by empowering colleagues in all roles to do the best for our residents. For me, that means making sure that our residents get an excellent co-ordinated service at the earliest point through self-serve, our customer service centre or a local officer.

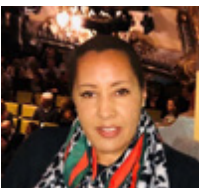


Chenab Mangat **Head of regulation and policy**

This new role combines the personal and professional. On the former, I partly grew up in social housing. And have family that still do. That experience contributed to my passion about public issues. On the latter, I'm really looking forward to applying my policy, regulation, and property sector insights into a single role.

I've always enjoyed roles where my experiences and skills can be melded with the great knowledge and diverse advice that all existing colleagues have. I find that alchemy fascinating, along with what and how much people know, irrelevant of their grade or background. This includes partners in consumer groups, where I know first-hand the message is not always easy to listen to.

I'm looking forward to engaging with them as well as with colleagues who directly support residents, not just on new standards, but across the policy range, from rents to building safety, via those unexpected or new issues that will always emerge.



Dawna Morrison **Head of complaints**

As the new head of complaints, my role is to oversee and manage the complaint function for the business, ensuring efficient resolution of customer issues and improving overall satisfaction. I am excited that this is a new role for Notting Hill Genesis, so I get the opportunity to put together a great new team and implement effective strategies and processes to address customer concerns promptly and champion learning from complaints that will benefit both the business and our customers.

There are some significant regulatory changes coming up for the sector around complaint handling, so I also want to ensure we are business ready. My aim is to raise the profile of complaints here. Part of this will include the business having visibility of the process to keep complaints alive, so alongside putting together a new team and process, this will be a key priority for me. My longer-term aim is, of course, to become best in class.

I can't wait to put together an amazing new team and function and start to deliver a seamless and positive experience for our customers.

Who you'll work with *cont'd*



Lorraine Gilbert **Head of resident engagement**

My role succinctly aligns itself to the customer plan that underpins our Better Together corporate strategy as it requires a cross-organisational and collaborative approach through working with residents of all tenures and cross internal departments.

As someone who is very people focused, I am excited about the renewed focus on connecting with our residents on a local level. It means that no two days are likely to be the same and that type of dynamism is something that I fully embrace. I'll work closely with our internal teams to deliver a diverse range of targeted resident involvement and engagement activities, in line with our governance structures and our regulatory requirements. I will focus on building relationships with external stakeholders such as local authorities and community groups and ensuring best practice to ensure engagement is meaningful and informs service improvement.

I am looking forward to developing the resident involvement and engagement strategy and taking forward its delivery with a reinvigorated and newly established team. I am excited about increasing local engagement and attracting a more diverse range of involved residents. Listening to and hearing a wider selection of residents' perspectives will build more confidence in Notting Hill Genesis and lead to an improved customer experience, something that is very close to my heart.



Susanna Harper **Head of customer journeys and insight**

I'm excited to lead a team doing critical work to harness valuable customer insight and put this to use mapping out key customer journeys and identifying opportunities for improvement.

I'll make sure our organisation hears the voice of our customers by bringing together all of the feedback we get about our service and our current customer journeys, turning that into insight and then identifying and implementing changes to improve the journeys.



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.