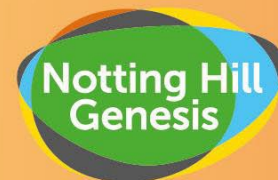


Director of Places and Built Environment



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for our residents

> Development & Sales > Places & Built Environment

What's it all about

As Director of Places and Built Environment you will drive excellence in the quality of the design, construction and sustainability of our built environment creating great places to live and promote a vibrant community.

You will lead a team dedicated to excellence in the areas of community investment, sustainability, design, and technical performance from design, through handover and acceptance into management. You will lead on servicing of the Homes Committee in areas of your brief.

You will also serve as the deputy to the Chief Homes Officer.

How you'll make a difference

As a member of the leadership team in the Homes Directorate you will play a pivotal role in fostering a culture of customer centricity and continuous improvement. You will be responsible for ensuring all our development and constructions services deliver the best outcomes for our residents.

How you'll do it

- Direct activities towards the continuous improvement to our development and sales service to enhance the customer experience of our service and product.
- Establish and oversee the delivery of quality standard and assurance process to ensure leading product quality.
- Translate executive vision into practical strategy for the Homes directorate, ensuring teams deliver technical and design specifications that meet the needs of our customers.
- Oversee the maintenance of design and technical specifications to assure our homes comply with building safety and health and safety requirements.
- Lead a digital library and golden thread to meet Building Safety regulation.
- Strategic Lead the delivery of a resident involvement and social investment services that puts residents at the heart of our service.

- When things go wrong lead the team to fix the defects to provide a customer centric post construction service.
- Oversee the acceptance into portfolio function to ensure all properties developed or acquired meet our compliance expectations and requirements and are accepted into management by the Assets and Building Safety teams. Likewise, to oversee the removal from management of assets that are sold.
- Support the Chief Homes Officer in the development of the Homes Strategy.
- Robust strategic planning and budget management to ensure the effective performance of the development
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least three days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **leadership level**.



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This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills including qualifications and professional membership

- Demonstrable experience of working in a senior management role leading either Assets, Building Safety or Development for a large and complex customer-facing organization
- Capability to deliver operational change in a complex residential development, asset management and building safety environment.
- Demonstrate the fundamental ethical principles of integrity, objectivity, professional competence, confidentiality, and professional behaviour.
- Be a confident role model and leader, ensuring you reflect the values of the organisation.
- Demonstrate effective and confident interpersonal and communication skills both written and oral.
- Demonstrable capability for strategic thinking and ability to analyse complex data and reach well- formed conclusions.
- Track record of success in a project management leadership role including subject matter expertise in development, building safety or asset management
- Proven ability to manage budgets and deliver value for money