



Work for us

HR team

Information pack

www.nhg.org.uk/careers

Welcome



Thank you for your interest in Joining our HR team at NHG.

This is an important and exciting time for us. Our department is evolving into a true HR partnership model – one that sits alongside the business as a trusted adviser, strategic partner and expert voice. We are moving beyond reactive and transactional support towards meaningful partnership, where HR plays a central role in shaping decisions, anticipating challenges and supporting sustainable organisational success.

Our focus is on being proactive rather than reactive. We work closely with leaders to understand their services, their people and their future plans, using insight and data to support effective workforce planning for the medium and long term. This means identifying and predicting risk early, helping leaders understand the implications of change, and supporting them to manage risk confidently and responsibly.

As an HR team, we aim to be trusted, credible and influential. We are expected to bring strong professional judgement, a deep understanding of employment practice and a clear perspective on what will help the organisation thrive. Our role is not simply to respond to issues as they arise, but to influence thinking, challenge constructively and help leaders make informed, balanced decisions that are right for colleagues and residents.

Our work spans a broad and impactful agenda, including employee relations, organisational design, workforce planning, policy and governance, change and transformation, and leadership support. We partner closely with colleagues across the People directorate and the wider business, working with leaders at all levels, up to and including SLT and C-suite, to ensure our advice is joined-up, consistent and grounded in the realities of service delivery.

A key priority for the team is building strong, confident relationships with leaders and teams across NHG. We invest time in understanding the context, pressures and ambitions of the areas we support, enabling us to offer advice that is practical, relevant and aligned to organisational priorities as well as the regulatory context. This partnership approach allows HR and the entire People directorate to add real value, particularly during periods of change, growth or increased complexity.

We are also evolving as a function. Sitting within a newly created People directorate, HR at NHG is becoming more forward-looking, insight-led and strategically focused, while retaining a strong commitment to fairness, integrity and professionalism. This creates genuine opportunities for colleagues to shape how HR operates, influence organisational direction and contribute to meaningful change, while bringing insight to and from the entire People directorate.

You do not need to come from the housing sector to succeed here. What matters most is a strong professional foundation, curiosity, confidence to influence and a proactive mindset. We value people who are comfortable with complexity, able to balance pragmatism with principle, and committed to continuous learning and improvement.

Thank you for your interest in joining the HR team at NHG. This is an opportunity to be part of a department that is strengthening its role as a trusted partner, expert adviser and influential voice – helping shape the organisation, support our leaders and deliver the best outcomes for our colleagues and residents, now and into the future.

Katrina Brownrigg
Head of HR

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

Notting Hill Genesis is a purpose-driven organisation which exists to make a contribution to a stable and healthy society.

Notting Hill Genesis exists to provide safe and quality homes at below-market rents for people who would otherwise struggle to afford them, and in so doing we contribute to a stable and healthy society. 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 £800m of investment into our homes over the next ten years, we're on a mission to improve how we deliver even better-quality homes, connections and places for our 130,000 residents. We are in the final phases of our Better Together strategy, making strategic decisions which will consolidate our footprint within London and enable us to focus on our residents and strengthen our financial resilience.



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 living in one of our homes. 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.

Strategic priorities



Better Together remains our strategy. 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





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 30 days plus Christmas office closure
- 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.