



# Onboarding, Induction & Training Lead

## What's it all about

Situated within the Operations Directorate and working in close collaboration with HR, the Onboarding & Induction Training Lead is instrumental in ensuring that every new member of the Notting Hill Genesis team is provided with a comprehensive, impactful, and engaging induction experience. This role is dedicated to the creation, delivery, and continuous improvement of induction training content that resonates with the organisation's values and objectives.

## How you'll make a difference

The Onboarding & Induction Training Lead will be the cornerstone of the initial experiences of new team members. Through meticulously crafted induction programmes, they will ensure that every individual is equipped with the knowledge, skills, and cultural understanding needed to thrive within Notting Hill Genesis. Their commitment to feedback-driven enhancements will guarantee that the induction process remains relevant, effective, and aligned with the evolving needs of the organisation.

By measuring the success of induction initiatives and gathering feedback, they will continuously refine the content, ensuring that it not only imparts essential knowledge but also instils a sense of belonging and purpose in every new team member.

## How you'll do it

- Collaborate with the Recruitment, Onboarding & Induction Manager, HR, and other key stakeholders to understand the organisation's induction goals and requirements.
- Design, develop, and deliver induction training content that is engaging, informative, and aligned with the organisation's values and objectives.

- Regularly review and enhance the induction curriculum based on feedback, organisational changes, and best practices.

- Facilitate induction training sessions, ensuring that every new team member feels welcomed, informed, and prepared for their role.

- Gather feedback from new hires and stakeholders to continuously improve the induction experience.

- Measure the success of induction initiatives through evaluations, surveys, and other feedback mechanisms, making data-driven decisions to enhance the programme.

- Work closely with HR to ensure that the induction process is seamlessly integrated with other onboarding activities.

- Stay updated with the latest training methodologies, tools, and best practices to ensure that the induction experience remains cutting-edge and effective.

## Essential knowledge, experience and skills

- Solid experience in designing, developing, and delivering induction training programmes.

- Experience working within a customer facing role and end to end experience of leasehold and housing management delivery services for customers.

- Strong understanding of adult learning principles, training methodologies, and content development tools.

- Exceptional communication and presentation skills, with the ability to engage and inspire diverse audiences.

- A collaborative mindset, adept at working with various departments and stakeholders to create a cohesive and impactful induction experience.

- A genuine passion for creating memorable first experiences for new team members, ensuring they feel valued, informed, and empowered.



Working better together  
for our residents

- Ability to gather, analyse, and act upon feedback, ensuring that the induction programme remains relevant and effective.
- Proactive approach, with the ability to identify areas of improvement and implement changes to enhance the induction experience.

### 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. This role is at staff level.