



Notting Hill
Genesis



The background image shows a modern, multi-story brick apartment building with a central section featuring grey panels and large windows. To the left, a portion of the building is highlighted with a yellow and green color scheme. In the foreground, two children in red school uniforms are running on a paved path. The sky is clear blue, and there are some trees and landscaping in the courtyard area.

Property Management Officer

Information pack

Working for Notting Hill Genesis



Not that long ago I had never thought about a career in housing. I read a similar advert for a training programme at one of London's biggest housing associations and soon became immersed in a world that few people outside of the world of housing professionals know about. That needs to change, as housing has so much to offer.

Like me, you could work in a hugely rewarding profession, directly influencing the homes, communities and lives of the residents you serve. The context is challenging, but we are an organisation and a department that doesn't shy away from challenges; we try to continuously learn and improve.

If you are passionate about people and places, can demonstrate your ability to provide good customer service and have a desire for a rewarding career we want to hear from you. Experience working in the housing sector is welcome but by no means necessary. We have an ambitious agenda and simply need talented and committed people to meet it; we will invest in you to develop the rest.

Pippa Fleetwood-Read
Deputy Group Director of Commercial Services



Work with us

Hello from Notting Hill Genesis

We are a hugely diverse organisation with all kinds of jobs for all kinds of people. But everyone that works here shares something essential. It brings us together, drives us forward and helps us be the best we can. What is it? It's a passion for what we do.

Who we are

Our vision is to provide homes that build a better place for all. We will do this by putting our focus on residents and what they need. All our decisions are led by what is best for our residents.

We know how important it is for people to have a safe, comfortable home from where they can plan a secure, independent future.

Our staff are motivated to provide a caring, compassionate, personal and localised service. All of us, from the board to the frontline, spend time in our communities, working with and listening to residents, elected representatives and other colleagues.

We are pragmatic about the need for commercial effectiveness, but always balance that with providing compassionate, resident-focused services and creating and maintaining diverse communities.



Where we work



We are one of the largest housing associations in London, providing homes for around 190,000 people in some 60,000 properties across the capital and a further 6,000 in the surrounding area.

Notting Hill Housing and Genesis Housing Association joined together in April 2018 to create Notting Hill Genesis. We may be a new organisation, but our roots reach back to the 1960s when our legacy organisations were established by local people who shared a similar vision – to house west London's working poor, providing them with a home from which to build themselves and their families a secure future.

Our growth over the decades has given tens of thousands of people a place to call home, and Notting Hill Genesis is committed to giving future generations the same opportunities. Combining a commercial outlook with a clear social purpose means that we can reinvest surpluses to build new homes every year in places where people want to live and do our bit to tackle the housing crisis in London and the south-east.





Our people

We have more than 2,000 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.

We have created a new framework, which sets out how we expect our staff to behave. The new expectations 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 delivering front-line 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 2019 NHG was awarded the Investors in People standard accreditation. We're really proud to have achieved this so soon as a new organisation. We believe it reflects the effort we have put in to ensure our staff are led, supported, developed and managed well.

NHG Stats



66,537

Properties owned
or managed



1,342

New Homes
completed



£21bn

Value of properties



1,631

FTE staff



92.42%

of colleagues think NHG
is a good employer

Who are NHG Home Ownership?

Our Home Ownership department manages over 16,000 properties including shared owners, leaseholders and freeholders. We are an award-winning service that is passionate about the service we provide to our residents.

The department is made up of 9 property management teams who manage a portfolio of properties within a region which are either directly managed, new build or externally managed.

Our Home Ownership business contributes towards the operational surplus which is re-invested to achieve the wider NHG mission: to build and maintain quality affordable homes, creating diverse and thriving communities. We do this through shared ownership rent, staircasing receipts (leaseholders buying more shares in their property), and lease extensions.





What's it like to be a PMO?

Don't let the job title deceive you, as a Property Management Officer with us, your job will be all about people. People and the relationships you build are at the heart of this role, so you will need to be a confident and effective communicator with a range of audiences.

We're looking for enthusiastic people who thrive under pressure and really enjoy problem solving. Your job will be to take personal responsibility for the many challenges that arise from managing our properties and the needs of the people who own them.

Your work is important and will affect people's homes and their finances. You'll be the main point of contact for our residents and will be personally accountable for delivering services to residents in a geographical area – your "patch".

No day will be the same as a Property Management Officer. Any day in this role will involve a range of tasks, from arranging repairs and major works, inspecting our buildings and visiting our residents, through to setting service charge budgets and collecting income.

If you have customer service, hospitality or customer facing retail experience and wish to make a career change, this role could be a great first step into the world of property management. Equally, this job is ideal for graduates or college leavers looking to make their own way with a social enterprise and for anyone with a strong work ethic and a desire to learn and progress.

Hear from our PMOs



Working at NHG, I have the freedom to go about my work as I see fit, working to my own plan with the creative freedom to create great homes. Being a PMO I oversee communal repairs, facilitate community building projects and implement landlord policy. The most rewarding part of the role is creating a thriving environment and homes for residents.

MARCUS ALLEN, SOUTH TEAM



On a typical day as a PMO I work with leaseholders, managers, teammates and contractors to handle multiple tasks ranging from repairs to service charge queries. Working for NHG means I gain knowledge every day but being able to improve leaseholders' quality of life and deliver visible results is the best part of the job.

EMMA DIAMOND, NORTH TEAM

Career progression and training

We are a department that supports professional growth and actively encourages internal progression. We invest heavily in our staff to get them qualified, build their confidence, and help them to thrive. Our managers understand the roles of their staff and create a supportive team environment that allows those with the right attitudes to excel.

We hope to develop our people to provide a knowledgeable and professional service and to further their own careers.

Training

We aim to build a team of people who are proactive, knowledgeable, and deliver a first-rate service to our residents. To support this, we have a training programme for new starters which covers a range of key property management and service delivery areas.

Career progression

We are committed to developing you and your career by providing a career pathway as well as many varied learning and development opportunities. There are four levels to the PMO job role which you can progress through. Each level has different expectations and requirements, and your salary will increase as you go up the levels.

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.

Qualifications

The [Institute of Residential Property Management \(IRPM\)](#) is the professional body for residential property management specialists and provides nationally accredited qualifications, guidance on career pathways and resources, to assist property managers within their roles.

We support and encourage our staff to obtain IRPM qualifications as working towards professional qualifications will enable you to gain valuable skills, knowledge and experience to deliver high quality property management.

Our core benefits

- **Excellent annual leave allowance** and **flexible working** opportunities (qualifying period may apply).
- **Pension scheme** - we operate various pension schemes on a defined contribution basis; we think investing in your future is important, so we offer an element of employer matched contributions.
- **Enhanced maternity, paternity and adoption pay** - we offer enhanced maternity and adoption pay in addition to statutory entitlements (qualifying period may apply).
- **Employee assistance** - free confidential advice and counselling services provided by independent specialist organisations.
- **Health cash plan** - you can claim money back towards your everyday healthcare costs (dental, eye care, physiotherapy, health screening).
- **Staff discounts** - we give our staff access to discounts at hundreds of major retailers, gyms, restaurants, entertainment, days out, insurance and much more.
- **Interest free loans:** season ticket loan, tenancy deposit loan and training loan - repayments are spread over time and are taken directly from your salary (qualifying period may apply).
- **Cycle to work scheme** - to encourage employees to cycle to work and reduce their CO2 emissions, now including electric bikes.