



Notting Hill
Genesis



The background of the entire page is a photograph of a modern, three-story brick apartment building. The building features large windows with dark frames and several balconies with dark metal railings. The sky is a clear, bright blue. In the foreground, there is a paved area with some greenery and two children running. The image is partially covered by large, overlapping geometric shapes in orange, blue, and green, which serve as a design element for the text overlay.

Work with us

Recruitment information pack

Director of Planned Investment

Welcome from our Group Director of Assets

Dear Colleague,

Thank you for your interest in being our new Director of Planned Investment.

Despite many of the challenges faced over the last year, our organisation has worked tirelessly to maintain high quality services for our residents and strengthen our foundations for future growth. I am extremely proud of what we have all achieved, together.

We've created this role to give you the chance to shape an area of great importance for us at NHG, and for our sector. We will back you to become the guardian of Planned Investment for the organisation as well as a thought leader in the social housing arena.

As a group, we are very people centric; we care about delivering excellence for our residents and are ambitious about both innovation and growth. Last year alone, we developed nearly 2,000 new homes and also re-defined our Operating Model, underpinned by technology and an exciting new digital platform.

We have a complex but fascinating number of strategic challenges to address over the short to long term, wherein best-in-class compliance governance, will be of the upmost importance.

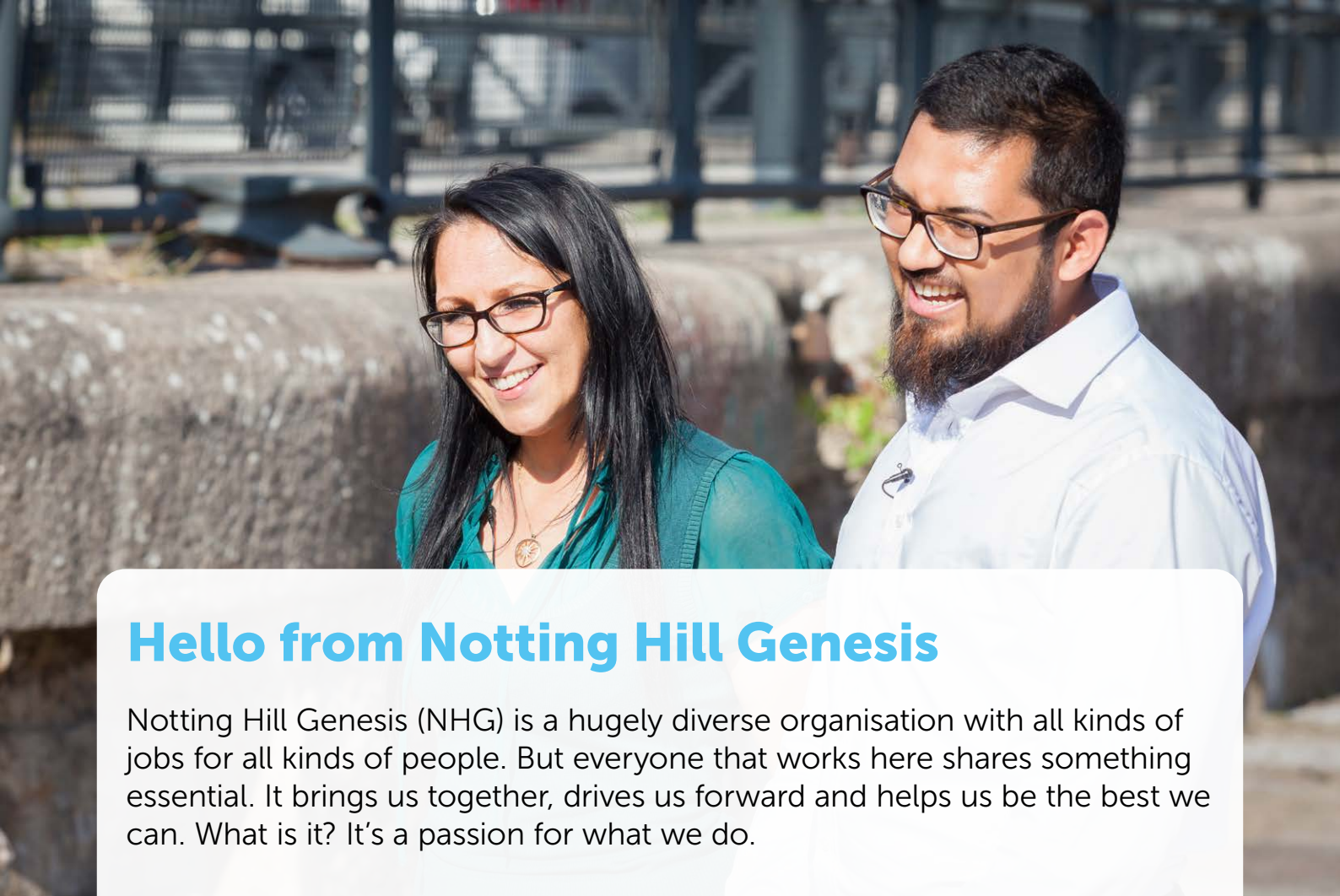
We offer a great place to work, with very determined colleagues and hope that we can encourage you to learn more about our organisation.

Thank you again for your interest and I look forward to getting to know more about you over the coming weeks.

Kind regards,

Elly Hoults

Group Director of Assets



Hello from Notting Hill Genesis

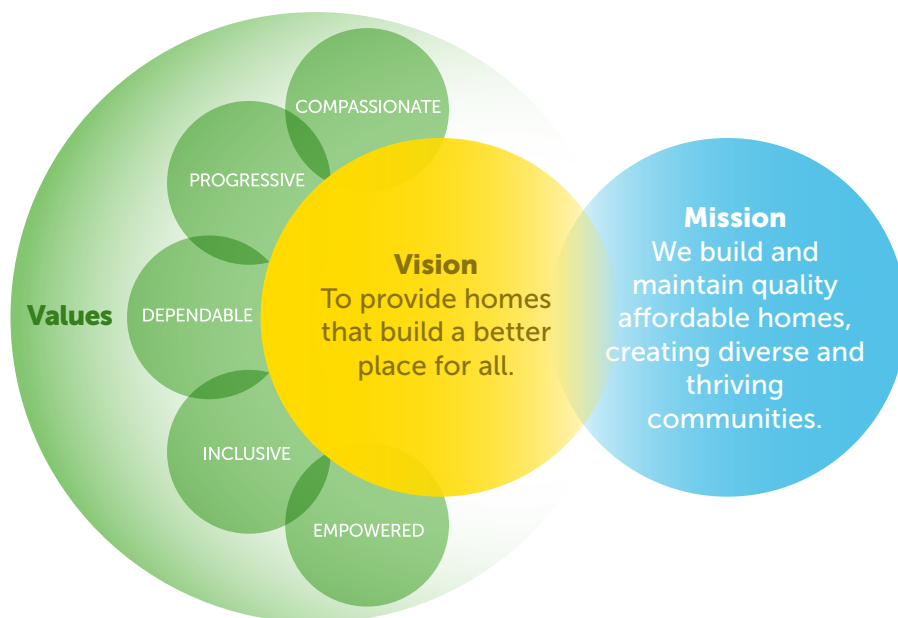
Notting Hill Genesis (NHG) is a hugely diverse organisation with all kinds of jobs for all kinds of people. But everyone that works here shares something essential. It brings us together, drives us forward and helps us be the best we can. What is it? It's a passion for what we do.

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're more than just a housing provider. We believe in providing quality services and creating thriving communities. This means delivering on our promises and aiming to make a positive impact in the lives of our residents.

We are one of the largest housing associations in London, providing homes for around 170,000 people in some 55,000 properties across the capital and a further 9,000 in the surrounding area.



Where we work



Notting Hill Housing and Genesis Housing Association joined together in April 2018 to create Notting Hill Genesis. Together, we are able to do more for our customers and make a bigger difference for those in housing need.

We are 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 strategy and values

Building homes and communities

Notting Hill Genesis are one of the most experienced and financially secure housing associations in the UK. We develop high-quality homes in London and the south-east of England. Our homes have won awards for being creative and sustainable, but more importantly, they help create and sustain vibrant communities.

It's increasingly difficult to produce social and affordable housing with limited government grants, but by continuing to use surpluses generated by our commercial activities to plough back into our core social purpose, we can ensure we create the right mix of Notting Hill Genesis homes – and do our bit to tackle the housing crisis in London and the south-east.

Notting Hill Genesis is about more than bricks and mortar

Our social purpose is as important to us today as when our parent organisations were formed in the 1960s. We're committed to being at the heart of our communities, providing homes for lower-income households in London and the south east.

Both Notting Hill Housing and Genesis were founded in response to homelessness and poor living conditions. We've always been innovative and forward-thinking organisations. Our growth over the decades has given tens of thousands of people a place to call home. We won't stop now. It's vital we don't rest on our laurels, but continue to give future generations the same opportunities.

Any commercial work and property sales we undertake is to create greater surpluses to invest more in affordable housing, and as Notting Hill Genesis we can do more.






£731.5m
Turnover



£98.1m
Surplus before tax



66,453
Properties owned or managed



1,962
Homes completed




17,915
Unencumbered properties



2,047
FTE staff



£20bn
Value of properties



£569m
Available liquidity

G1/V2
Regulatory rating

A- (stable)
S&P rating

A (stable)
Fitch rating

NHG at a glance

NHG performance, financial year in 2019/20:

- Total Group turnover increased to £731.5m, up from £670.6m in 2019.
 - » Of turnover, our core income streams were: £478.3m from social housing, £181.3m from sales and £44.6m from market rent.
- Overall surplus before tax and after interest was £98.1m, which was above the approved budget of £97.5m, but below the comparable figure for 2019 of £104.1m.

Capital structure

- NHG has six public bonds in issue with an outstanding nominal value of £1.8bn.
- Borrowings at 31 March 2020 were £3,486.2m (and secured and immediately available undrawn facilities were an additional £474.5m; available liquidity £569.0m).
- NHG manages over 66,000 properties with valuations (on a vacant possession basis) of £20.1bn (underpinned by professional valuations).

Development pipeline

- 2020-2025 Development Business Plan has 6,548 homes in NHG's pipeline identified for handover over the five year period.
- Aim to acquire, start and handover 1,400 homes per year (we will continue to respond to the unpredictable economic environment by flexing the programme around prevailing market conditions).

For further information please download our [Financial Statement for 2019/20 online](#).



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.

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 work in many different areas, which means we can offer careers in a variety of professions, from buying land and building new homes, to the long-term successful management of thriving communities.

Whether you're 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.



Our benefits

We recognise that it's important to reward our employees, and are in the process of aligning the heritage Notting Hill and Genesis Housing benefits packages. However, this role will initially be offered on the Notting Hill Housing benefits package.

Along with career development opportunities, internal training programmes and sponsorship to study, we also offer a competitive benefits package.

- Generous pension contributions plus free life assurance
- Excellent annual leave allowance* and flexible working opportunities*
- Cycle2work and GymFlex
- Healthcare cash plan scheme
- Interest free season ticket loan*
- Interest free tenancy deposit loan*
- Enhanced maternity pay*
- Enhanced paternity pay*
- Wellbeing events, such as flu vaccination vouchers, massage days, Dr Bike surgeries etc.
- Social Events Group – events such as comedy nights, subsidised theatre trips, walking tours, group social evenings, bowling etc.
- Low cost Costco membership
- Professional subscriptions paid for

*Qualifying period may apply

There are lots of good things about working at NHG, beyond the rewards you'll get from what you do and the people you work with every day.

We host regular events, workshops, plus talks with guest speakers. We also put on activities and provide information to encourage healthy living and well-being.

Here's some of the activities that are happening at the moment:

- Yoga classes
- Pilates classes
- Wellbeing events

Structure

Executive board

To find out more about our executive board members, please visit www.nhg.org.uk



Director of Planned Investment Assets

Overview	
Role Purpose	Direct the strategy and delivery Asset Investment service for Notting Hill Genesis
Responsible for	<ul style="list-style-type: none"> NHG Asset Management Team
Reports to	<ul style="list-style-type: none"> Group Director of Assets
Line management	<ul style="list-style-type: none"> Head of Data and Planning Asset Operation Lead – Planned Investment Asset Operation Lead – Building Projects Asset Operation Lead – Building Projects
Date	February 2021
Role relationships	
Internal	Commercial, Housing and Care & Support, Development, colleagues up to executive director level
External	Manage external teams including consultants and contractors

Role accountabilities
Leadership (Third Tier) <ul style="list-style-type: none"> Provide strong and effective leadership to implement and manage agreed plans aligned with NHG's values to ensure the best possible results. Report to the Director of Assets (and EB/Board as needed) on all aspects of business activities within relevant remit (plans, budgets, outcomes, risks). Effectively promote collaborative approaches to engage reporting team(s) to work successfully to deliver high quality services with cost-effective outcomes. Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs. Provide relevant senior level advice and guidance as required. Lead, manage and support your team in line with NHG's management behaviours in order to get the best out of your staff. Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders. Oversee the formulation and delivery of NHG's Asset Investment strategy, disrepair strategy and long term plans. Ensure your team follows the financial regulations, policies and procedures at NHG. Ensure that you and your teams follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
Overview

Role accountabilities

- Lead team to implement and deliver the NHG Planned Investment Works Service
- Lead your team to implement and deliver the NHG Adaptations Alterations and Adaptations Service
- Lead your team to implement and deliver any other NHG Asset Management Services as agreed.
- Develop and implement a strategy to deliver a heat network programme that provides the best VFM and a high level of customer satisfaction.
- Lead the data team to deliver digital transformation.
- Responsible for the portfolio and making decisions about where best to put resources for long term gain.
- Responsible for developing investment programme based on stock condition information which is affordable and creates long term plan.
- Supporting the team to deliver against the operation decisions of the planned investment.
- Responsible for making strategic decisions.
- Lead on operational business plans for the team.
- Responsible for disrepair services.
- Work closely with Development to effectively manage all issues arising from latent construction defects and to identify preventative measures where possible.
- Responsible for a complex budget for planned investment up to £50 million.
- Responsible for the Project Management of Difficult Buildings (e.g. buildings with significant and multiple defect issues including structure, services & M&E, regardless of developer liability).
- Technical expertise to support programme planning (e.g. review of upshot photos)
- Responsible for the design of planned preventative maintenance programmes (different to planned investment & unplanned maintenance/repairs)

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

Role requirements



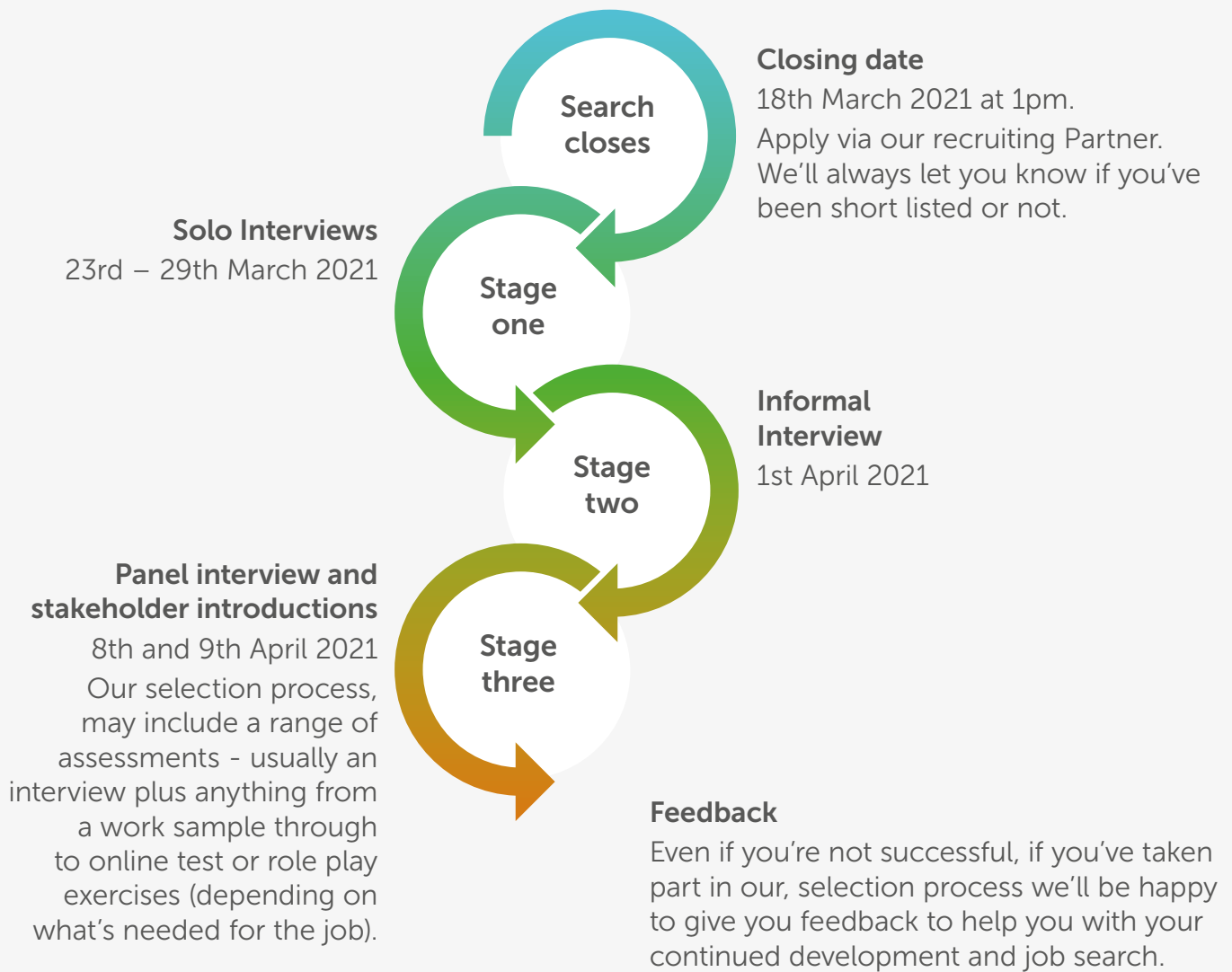
Essential knowledge, experience and skills

Professional expertise (know how & experience)

- Experience of leading reinvestment work services for a large and diverse property portfolio.
- Experience in developing investment programme based on stock condition
- Experience of developing and maintaining strategic partnerships with key stakeholders and potential business partners
- Track record of success in a leadership role; meeting challenging objectives and delivering business performance that exceeds expectations and targets.
- Evidence of effective people leadership and management achievements in a diverse service delivery environment. Evidence of achievements in diversity and inclusion.
- Experience of building and managing effective relationships at a senior level including those with boards, customers, partners and a range of stakeholders.
- Evidence of excellent customer service achievements in a complex service delivery environment.

	<ul style="list-style-type: none"> • Experience of leading successful [change] programmes with employee, customer and stakeholder engagement, involvement and collaboration. • Evidence of delivering on innovative concepts, utilising future changes in policy to support flexibility in a responsive organisation. • Evidence of commercial acumen with a track record of successful negotiation and successful partnerships where relevant. • Experience of leading reinvestment work services for a large and diverse property portfolio. •
Skills	<ul style="list-style-type: none"> • Demonstrable capability for strategic thinking. • Strong intellect with the ability to analyse complex data, review alternative solutions and reach speedy, well-formed conclusions. • Strong influencing and negotiating skills supported by personal credibility, integrity and professionalism. • Effective and confident interpersonal skills with the ability to engage with a range of audiences and work in genuine collaboration with others. • Engaging leadership style with the ability to inspire and engage with people and to personally communicate the values and priorities of the organisation. • Effective IT skills including advanced MS Word/Excel skills.
Qualifications and/or professional membership	<ul style="list-style-type: none"> • A degree level or higher qualification a property or construction related discipline, or equivalent professional experience • Membership of a relevant professional institute
Role special requirements	
DBS	<ul style="list-style-type: none"> • N/A.
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff).
Data protection role	<ul style="list-style-type: none"> • Data Steward.
SMCR	<ul style="list-style-type: none"> • The job holder must be fully approved by the Financial Conduct Authority's (FCA) Senior Managers and Certification Regime.

Search process



Our search partner

For further information and to apply, please contact our recruitment partner, Sam Duggan at Badenoch + Clark.



Sam Duggan

Building Safety, Recruitment and Training | Business Lead

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E: sam.duggan@badenochandclark.com