



Work with us

Data and Analytics
at Notting Hill Genesis



Notting Hill Genesis at a glance

£836.9m
Turnover

£102.3m
Surplus

67,691
Properties owned
or managed

£21.7bn
Value of properties

1,643
FTE staff

Introduction to the Data and Analytics department

In order to digitally transform our services, Notting Hill Genesis recognises the importance of data in achieving our vision. The Data and Analytics department is responsible for ensuring Notting Hill Genesis has the right tools in place to help monitor and improve performance to make data-driven decisions, contributing towards improving resident services and homes. The Data and Analytics teams develop and deliver our data transformation programme, driving us to use data as a corporate asset. We ensure that we can trust our data and that it is usable, focusing on unlocking value and improvement across the organisation. Whilst acting as a critical reporting function, we hold the task of configuring the data platform and are accountable for the end-to-end journey of analytics. In order to achieve the overall objective of becoming more data driven as an organisation, the following focuses are critical for us to follow:

- **Improving data governance:** *We have built more trust in the data we need to run our organisation and deliver services to residents. We have improved the condition of our component data, the data we use when understanding the condition of our residents' homes, and areas where we need to improve.*
- **Making better use of data:** *We need to create more stability so that the reports employees at Notting Hill Genesis use are always available. We are developing a Better Together scorecard to link what we measure back to provide better connections, homes, or places to give us a better sense of whether we are achieving what we need to as an organisation. Over the coming months, Data and Analytics will create new dashboards for various programmes and have opportunities to show how we can use data science to improve customer experience through upcoming projects.*
- **Providing Notting Hill Genesis employees with the skills they need:** *Utilising the flexibility that an all Microsoft BI stack provides we deliver visualisations and insights so the business can make informed decisions.*

A message from our director

Thank you for showing interest in being part of our journey. Like many organisations, we're focussed on data. My job is to get people making better decisions, using data to improve the quality of homes and services, so those living in our homes have a better experience. My belief is that unless we're using the technology and data we have to change outcomes, then we're not delivering. If you're driven by impact, and making a difference, where you can have a social impact, then we're the place for you.

We're proud of the environment you'll come into; you'll have the chance to experience interesting technologies, and an empowering

environment where you're supported to deliver and continued to improve. As well as interesting approaches such as design and product thinking, and user led design. You'll have a great team to come into too; we value diversity, we give opportunities to develop and grow, we enjoy ourselves whilst we're doing it, and we deliver.

We look forward to learning more about you in future.

Thanks,
Adam Cresser,
Director of Data, Analytics and Digital

Meet the Data and Analytics teams

Data Governance and Performance Team

The Data Governance team is responsible for supporting the business in proactively managing and monitoring the data they hold to ensure they are getting the best out of their assets. The Performance team is responsible for the delivery of performance information to the Board and Executive, as well as to external partners.

Analytics Team

The Analytics team is responsible for delivering new products and enabling others with the right skills to make strategic, operational, and business decisions. By providing vital reports designed for individual business needs, the team support staff in exploring and gaining valuable insight from the data they hold.

Software Engineering Team

The Software Engineering Team is responsible for developing and delivering cloud-based services for Notting Hill Genesis. Focusing on the WorkWise platform, the team deliver business needs and maintains the ongoing functionality and performance of the platform. The team is also responsible for the

Director of Data and Analytics

Data Governance and Performance team

Analytics team

Software Engineering team

Architecture team

development of integrations around WorkWise and build innovative solutions that benefit the organisation.

Architecture Team

The Architecture Team is responsible for designing solutions that utilise the latest technology trends, including Azure, microservices, data analytics, portals, IoT, and Dynamics 365. The teams' goal is to help drive the digital transformation of our organisation by providing effective and efficient solutions that meet the evolving needs of our business. The Architecture Team is proud of their collaborative, creative, and solutions-oriented culture, and are always seeking new ways to innovate and drive results.



Hello from Notting Hill Genesis

Notting Hill Genesis is a hugely diverse organisation but everyone who 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

We are one of the largest housing associations in London and the south east, with roots that stretch back to the 1960s. Our residents reflect the diversity of the communities where we work. We house more than 130,000 people across multiple tenures and types of home, and provide a wide range of services. That volume and variety means that our relationship with our customers, and how we engage with them, differs considerably from one resident to another.

Although we have grown substantially through mergers over the years, we remain geographically focused in and around London. We own or manage more than 67,000 homes, almost nine out of 10 of which are in London. Our homes range from Victorian street properties older than 120 years, to new developments built in the 21st century.

We are committed to delivering homes that Londoners can afford, whatever their personal circumstances. General needs properties charged at social or affordable rent levels make up more than half our portfolio, but we also offer shared ownership, leasehold, market rent, supported and temporary housing, and commercial properties.



Where we work



Working better together for our residents



Making London Home is our response to the housing crisis in London. We are committed to working Better Together to provide good quality homes to enable our residents to live their lives well. Everything we do supports that.

Our focus is our residents. We put their needs at the heart of our structures, processes and systems and they drive our decisions each and every day. We want them to have a safe and comfortable home from where they can build lives, communities and futures.

We value our roots. Our social purpose is as important today as when our parent organisations were formed in the 1960s 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 we remain committed to giving future generations the same opportunities. Combining a commercial outlook with a clear social purpose means that we can reinvest surpluses every year to improve our existing homes and build new properties in places where people want to live.





We remain close to the communities we serve. We have first-hand experience of how critical a safe, stable, comfortable home is to people's economic and social wellbeing. A secure home promotes independence and enables people to plan and build their lives. Access to a secure home where people can establish a life and realise their potential should be available to all.

Our staff are motivated to provide a caring, compassionate, personal and localised service. All of us, from board to those supporting residents, 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.

How we work – our culture

The way we work makes us different – it sets us apart. We work together successfully as one diverse organisation, driven by our core social purpose and the needs of our residents. We want to deliver sector-leading services for our residents and be the best housing association in London. In doing so, our homes will build a better place for all.

We are focused on embedding a performance-driven culture so we can continue to push for improvements across our organisation. We know that consistently doing what we promise is important to our residents. Supported by our new expectations framework, our values will drive the cultural change we want to see across our organisation.

Our values

Our values set out what we stand for. They help guide our colleagues, inform their behaviours and influence the decisions they take every day. They underpin the successful delivery of our strategic objectives by supporting a resident-focused service and helping us to work together successfully as one organisation. Our values should be visible in the way we behave at work and in our communities.



OUR VALUES

- 1 Compassionate**
- 2 Progressive**
- 3 Dependable**
- 4 Inclusive**
- 5 Empowered**



Our people

We have more than 1,500 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 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 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. This in addition to our pensions for which we will contribute **up to 10.8%** of earnings alongside your contributions of up to 9.2% means that a maximum of 20% of earnings is put aside each month as total pension contributions.

Internal mobility

Once you join NHG there are plenty of opportunities to grow and move around. We've had plenty of 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 (25+ days)
- 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
- Wellbeing events, such as flu vaccination vouchers and massage days
- Professional subscriptions paid for

Qualifying period may apply

Hybrid working

We are supporters of flexible working and for most roles this means being able to work from home two days out of five

Diversity

We are one of the most diverse and inclusive employers in London. Not only are 67% of NHG staff from an ethnically diverse background, but we have also made a commitment in our current 2020-2025 corporate plan which is 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 and have different employee social groups such as Beehive (NHG's Women's Staff Network), Cultural Energie Network (Promoting Black Asian Minority Ethnic groups achievements and culture) and the NHG Carers network.

Location

Our head office is based in Kings Cross. With Kings Cross being transformed over recent years it is now a vibrant and exciting place to work with shopping, bars, restaurants and cultural venues. It is also the best-connected transport hub in London. Don't just take our word for it. Google, Guardian Media, Facebook owner Meta, Universal Music are all based in Kings Cross as well as the world famous British Library and Scala concert venue.

Wellbeing

The wellbeing group runs regular wellbeing initiatives including yoga, pilates and meditation classes. With a variety of events, activities, guest speakers, workshops and useful information, there's something for everyone. The 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.

Search process

Candidate applies for vacancy online with CV and supporting statement.

If successful at shortlisting, the candidate is invited for an assessment and competency-based interview.

If the candidate is successful, Notting Hill Genesis will confirm the offer details in writing and proceed with the onboarding process once the candidate accepts.

If the candidate is not successful, Notting Hill Genesis will promptly provide feedback to the candidate.

Offer and onboarding

For further information, please contact:
digitalrecruitment@nhg.org.uk