



# Work with us

Information Technology  
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 Information Technology department

The Information Technology Team is responsible for delivering a customer focused, efficient Information Technology support service across all business areas at Notting Hill Genesis. The Information Technology Directorate is divided into three sub teams: Software Support, Service Delivery, and Infrastructure.

### Key objectives

- **Serving our customers:** In the Information Technology department we have two sets of customers: the staff of Notting Hill Genesis, and our end customers, the residents. Providing the best possible IT services to NHG staff assists employees to do the same for our residents. That service begins when a new staff member is recruited by setting up their equipment and systems access and providing them with a personal IT induction. Two important elements of customer service are knowing your customers and looking for ways to improve the service. The Information Technology department liaises with frontline staff, listens to some of the challenges they face, and oversees the work that they do to support our residents in order to help them to improve customer service.
- **Supporting the business:** The Information Technology Team supports the business by maintaining our existing systems and infrastructure, and through projects delivers new and improved services, including new software, version upgrades, networks, telephony, and cyber security.
- **Maintaining our services:** Not all of the work in Information Technology is visible to our customers but is essential to maintaining secure and reliable services. Organisations including ours are under constant threat from cyber criminals. In order to protect the organisation we have moved to a platform which detects and responds to security threats together with a 24/7 managed service to maintain it.

# Meet the Information Technology teams

## Software Support Team

The Software Support Team maintains and supports the systems that Notting Hill Genesis use on a daily basis. The team works with colleagues in the wider business to maintain and support all our systems, including Workwise. The team also extracts information and produce reports to support management, and work with external suppliers to ensure that the systems we purchase meet the needs of the business. Another large part of their work is testing the integration between systems to ensure they function correctly together.

## Service Delivery Team

The Service Delivery Team is the first point of contact for colleagues having IT-related issues or requesting equipment and services. The team ensures colleagues can access and use IT systems and is responsible for the Starters and Leavers process in IT.

## Infrastructure Team

The Infrastructure Team provides, enables, and supports staff access to various IT systems. The team maintains our IT infrastructure to make sure systems are secure and available. Their work also includes procurement and physical hardware such as laptop PCs, desktop PCs, mobile phones, networks, running and managing NHG's public cloud platform, and remote access enabling staff to work effectively across multiple locations.

## Director of Information Technology

Software Support Team

Service Delivery Team

Infrastructure Team

Training Team

IT Security Team

## Training Team

The Training Team delivers online learning courses and coaching, digital and other e-learning course material and user guides for our systems. Alongside this, the team provides training for the implementation of new systems plus a variety of business-commissioned training courses.

## IT Security Team

The IT Security Team works to protect the organisation against cyber-security threats.



## 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

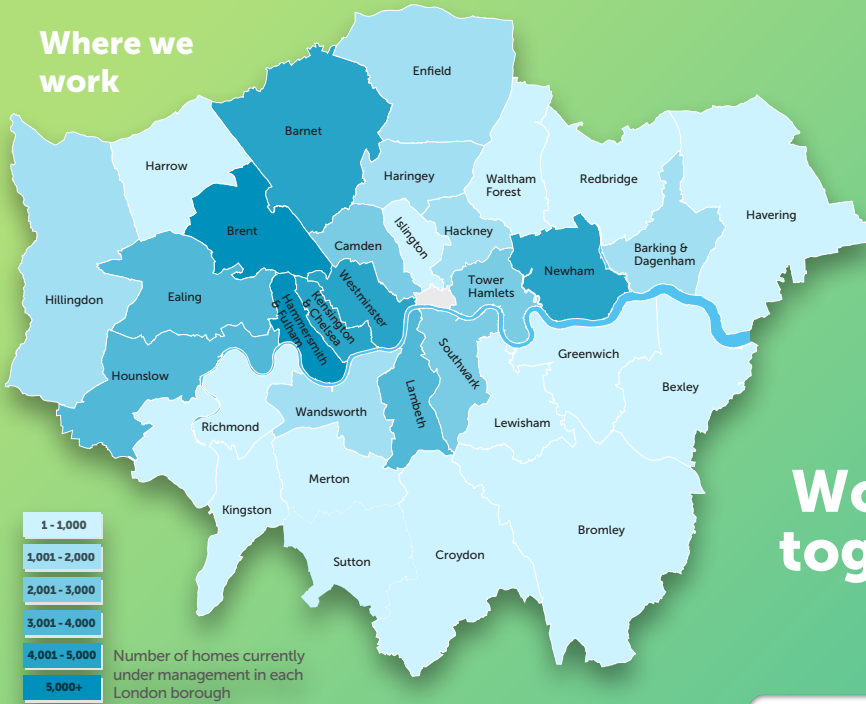
We are one of the largest housing associations in London and the south east, with roots that stretch back to the 1960s. Our residents reflect the diversity of the communities where we work. We house more than 130,000 people across multiple tenures and types of home, and provide a wide range of services. 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.

# Recruitment 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 applicant is applying for a managerial position, the candidate will also have a second stage interview with the Director of Information Technology.

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](mailto:digitalrecruitment@nhg.org.uk)