

Recruitment Pack

# BOARD MEMBER



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## 1. Letter from the Chair

Dear **Applicant**,

Thank you for showing an interest in a non-executive position at Teign Housing.

Teign Housing is a high performing Housing Association, confirmed by the Regulator as having the highest rating for governance and financial viability in 2021. We are a strong, local Housing Association. We can be flexible to meet the challenges we face – we adapted in just days to mobilise all our office-based staff to work from home during the global pandemic. We will build on the good that has come of this to offer a more flexible working environment and a flexible and skilled service offer to customers. Our hard work was recognised at the end of 2020 with our re-accreditation to the highest Platinum level of the Investors in People award. For further information about Teign Housing please see our Annual Report and Corporate Plan 2021-24 on our website at:

<http://www.teignhousing.co.uk/about-us/resources/>.

Due to a forthcoming retirement Teign Housing is looking for a **Board Member** who can provide constructive challenge as we make the tough decisions that will help us to continue providing good quality homes and services for our local community in an ever-changing operating environment. Recruiting an excellent, well rounded Board Member is our priority for this role. We are seeking candidates with management experience, strategic leadership and vision, as well as a passion for the sector and a commitment to Teign Housing. We are particularly looking for members with experience in strategic asset management, property development and zero carbon reduction.

I think this is a really exciting time to be joining Teign Housing and wish you every success in your application.

Yours sincerely,



Andy Jones  
**Chair, Teign Housing**



## 2. About Teign Housing

# INTRODUCTION

**Teign Housing owns and manages over 3,600 homes across Teignbridge, the South Hams, East Devon and Exeter. We employ over 100 members of staff and we are a registered charity governed by our Board of Management. We are dedicated to providing high quality customer services and making the local area a better place to live by creating sustainable communities and working in partnership.**

Teign Housing has a lot to celebrate. When we were recently assessed by the Regulator for Social Housing, we were awarded the top V1/G1 ratings for financial viability and governance. We continue to develop new homes and pride ourselves on the successful delivery of unusual schemes such as a traveller site, a PassivHaus scheme believed to be the first in the country in a National Park as well as projects with community land trusts. In 2020 we were delighted to have retained our status as one of the best employers in the UK, following the re-award of our Investors in People We invest in people, platinum accreditation. We were praised for support for employees during the COVID-19 pandemic and the teamwork to support residents. This puts us in the top 2% of organisations in the country.

Across the UK, change is being driven forward in social housing. In late 2020 the Government published the Social Housing White Paper "*The Charter for Social Housing Residents*", setting out their vision for the future. We welcome the importance the Government is placing on resident safety and the increased involvement of residents in the decisions that affect them and their homes.

We also welcome the return to proactive regulation of our resident-facing services, an area which has always been at the heart of all we do. We are committed to maintaining our position as a good quality local landlord, able to respond to the needs of our customers and stakeholders.

## 2. About Teign Housing

# OUR VISION

We dedicate ourselves to providing good quality homes and tailored housing support. Working with our diverse customers and trusted partners we provide effective services that bring long term benefits to all. We are sustainable in a fast-changing environment and reinvest our surpluses to grow our communities.



# OUR VALUES



## Respectful

We treat people with empathy, respect diversity and provide quality customer service. We appreciate the relationships we build and, with our customers, contractors and partners, we are proud to be **Team Teign**.



## Resourceful

We maximise our resources through innovation and by using our money in efficient ways. We look for opportunities to expand our business by building new homes and creating and growing valuable services. We recognise our role in supporting the local economy.



## Ethical

We value our responsibility as a charity providing homes and services for those who need them and as an employer. We are an organisation with heart and strive to offer an empowering workplace and the personal service our communities want.

## STRATEGIC AIMS

We focus on the core of our business with our strategic aims. What is important to our customers; providing excellent services and quality homes - and what is important to our continued viability; growing our sustainable business.



## Excellent services

We will deliver high quality services to all of our customers and partners. We will provide considerate customer services, empowering housing services and effective repairs.



## Quality homes

We will invest in new and existing homes by maintaining high standards of repairs and improvements to our current homes and developing new homes to meet the needs of local people.



## Sustainable business

We will strengthen our business by continually improving our governance, increasing the value of our work, seeking ways of joint working with our partners and investing in our staff.

### 3. About the Board

We have eight Board Members.



**Andy Jones, Chair of the Board**

Andy worked in financial services for 41 years, the best 15 years covering Wales and The South West funding Social Housing clients, which included the Teign transfer of housing stock from the council in February 2004. Andy is keen to work with a strong board, talented Chief Executive and talented staff to deliver excellent services to existing and potential new customers, including the delivery of much needed new affordable homes in our area of operation.



**Angie Edward-Jones**

Angie offers a broad range of skills and experience gained over a considerable number of years working as a Senior Manager in social services and housing. Angie is currently the Head of Customer Experience and Assurance for another Housing Association with specific expertise in business continuity, audit, quality, risk management and customer service. Angie sits on Teign Housing's Board as it gives her an opportunity to contribute to the community and accomplish new goals.



**James O'Dwyer** *Retires November 2021*

James brings a wealth of experience from various Housing Association and Board positions and contributes a broad knowledge of development and maintenance to the Board. James joined the Board to use his knowledge and skills locally, and is keen to help Teign Housing develop as a company and contribute to development of new homes for the local community.



**Jo Reece, Chief Executive**

Jo is a Certified Accountant who has worked in the housing sector for 17 years. Prior to this she had a varied career in the public and commercial sectors, working in the energy industry, facilities management and healthcare.

She has been a Board Member of two other Housing Associations and is currently a Business Mentor for the Prince's Trust supporting young people in setting up their own business. Jo believes that a viable housing association can deliver good services to residents, build new homes for the future and contribute to the local community.



**Maureen Robinson, Chair of Templar HomeBuild** *(subsidiary)*

Maureen brings extensive Board experience in the NHS and social housing, as well as local government, to Teign. She has considerable professional knowledge about the process of ageing and hopes to be able to encourage greater joint working between housing, adult services and the NHS for the benefit of residents. Maureen strongly believes that everyone has a right to a decent home and that this should be achieved through a co-operative relationship between landlord and residents.

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**Stephen Cook**

Stephen is a Fellow of the Chartered Institute of Housing and a freelance housing consultant. Previously he was Chief Executive of a stock-transfer Housing Association. His housing career started in the early 1980s working in Bristol; then Sussex, Wiltshire, Gloucestershire, Wolverhampton and Wales. Stephen is also chair of the Chartered Institute of Housing's Professional Standards Committee. His eye for detail, varied experience and passion for social housing makes a positive contribution to the success of Teign Housing.

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**Steve Higginson**

Steve has, throughout his career, strived to achieve the highest standards of probity within his roles. For the last 13 years he was Director of Resources and subsequently Deputy Chief Executive for a registered social landlord in Wales and served on several Boards. Prior to this Steve was a Regulation Analyst for the Housing Corporation. Steve has contributed to the current rent policy for Wales, the Affordable Housing review and Community Housing Cymru where he is currently Treasurer and a Board Member. In previous roles he was a member of the SORP working party and spoke at NHF Conferences.

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**Stuart Davies**

Stuart has worked in social housing for well over 30 years and is passionate about the difference a settled, secure home can make to a person's life chances. In the last two decades he's been an Operations Director or Executive in some of the largest Housing Associations operating across the South West. In April 2020 he set up his own company and is currently working as an 'Interim Executive' in a housing organisation in Ireland.

## 4. Terms and Conditions

- The term of office is three years (and may be extended to a maximum of six years).
- There are currently six Board meetings a year. Board Members are also expected to serve on one or more committees or the subsidiary Board. The committees are Audit (four meetings per year) and Remuneration (one meeting per year). The subsidiary Board meets four times per year. Board Members will on occasion be invited to attend a Health and Safety meeting. There are also two strategy days with an overnight stay for the full Board and we provide in-house training or strategy sessions after most of the Board meetings.
- The average time commitment involved for meetings, training, events and preparation is estimated to be eight hours per month.
- Following a successful six months as a volunteer co-optee on the Board, we will pay a fee to the post holder. The fee will be £3,210 per annum.



## 5. Dates of Meetings 2021-22

Meeting	Meeting date	Time	Location
<b>APRIL 2021</b>			
Board Appraisals	April		Virtually
<b>MAY 2021</b>			
Templer HomeBuild Board	Tues 11 May	11:30 – 13:00	Virtually
Audit	Tues 11 May	14:00 – 16:00	Virtually
Board – Quarter 4 <i>(including Business Plan approval)</i>	Thurs 20 May	10:00 – 13:00	Virtually
<b>JUNE 2021</b>			
Audit Annual Accounts	Thurs 29 July	13:00	Virtually
THB Annual Accounts		14:00	
Board Annual Accounts		15:00	
<b>JULY 2021</b>			
Board – Quarter 1	Thurs 29 July	Meeting: 10:00 – 13:30 Training: 13:30 – 16:00	Virtually
<b>AUGUST 2021</b>			
Templer HomeBuild Board	Tues 10 Aug	11:30 - 13:00	Virtually
Audit	Tues 10 Aug	14:00 – 16:00	Virtually
<b>NOVEMBER 2020</b>			
Board Away Days	Wed 3 Nov Thurs 4 Nov		Sidmouth
Board – Quarter 2	Thurs 4 Nov	10:00 – 13:00	Sidmouth
Templer HomeBuild Board	Tues 16 Nov	11:30 - 13:00	Virtually
Audit	Tues 16 Nov	14:00 – 16:00	Virtually
<b>JANUARY 2022</b>			
Board – Quarter 3	Thurs 27 Jan	Meeting: 10:00 – 13:00 Training: 14:00 – 16:00	Boardroom
Templer HomeBuild Board <i>(approval of budget)</i>	Thurs 27 Jan	Training: 14:00 – 16:00	Boardroom
<b>FEBRUARY 2022</b>			
Templer HomeBuild Board	Tues 22 Feb	11:30 - 12:30	Boardroom
Remuneration <i>(pay awards)</i>	Tues 22 Feb	13:00 - 14:00	Boardroom
Audit	Tues 22 Feb	14:00 – 16:00	Boardroom
<b>MARCH 2022</b>			
Board - Business Plan draft	Thurs 24 Mar	10.00 – 13:00	Virtually

## 6. Role Profile

# Job Description – BOARD MEMBER

### Whole Board responsibilities

Support the Chair and the rest of the Board in delivering its core responsibilities:

- Setting and ensuring compliance with the values, vision, and strategic objectives of the organisation, ensuring its long-term success
- The appointment and if necessary, the dismissal of the Chief Executive and approval of his or her salary, benefits and terms of employment
- Satisfying itself as to the integrity of financial information, approving each year's budget and business plan and annual accounts prior to publication
- Establishing, overseeing and reviewing annually a framework of delegation and systems of internal control
- Establishing and overseeing a risk management framework in order to safeguard the assets of the organisation.

### Individual responsibilities

- Prepare for and regularly attend Board meetings, committee meetings and relevant training events
- Represent the Board if necessary, on internal matters such as complaints, grievance or disciplinary panels
- Represent Teign Housing externally as appropriate
- Respect the confidentiality of information, including information about individual residents in Teign Housing property
- To declare any relevant interests as required by legislation and/or Standing Orders / Financial Regulations
- Adhere to Code of Conduct and adopted Code of Governance
- To undertake an annual appraisal with the Chair of the Board
- Establish strong working relationships with other Board Members, the Chief Executive and other senior staff
- Keep up to date with changes in the sector
- Behave in a manner that is appropriate to the role of a Board Member

## Person Specification - Board Member

Qualities	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>Working as part of a group to manage a project or organisation</li> <li>Several years senior management expertise</li> </ul>	<ul style="list-style-type: none"> <li>Managing a complex organisation requiring the co-ordination of several professional disciplines</li> <li>Providing strategic direction to Executive Directors</li> <li>Corporate governance and public sector accountability</li> <li>Commercial business transactions</li> </ul>
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Social housing and related issues</li> <li>Community development</li> <li>Partnership working</li> <li>Strategic asset management</li> <li>Health and safety legislation</li> <li>Marketing and public relations</li> <li>Business law</li> <li>Business development</li> <li>Corporate or charity finance</li> <li>Risk management</li> <li>Human resource strategy</li> <li>Housing development</li> <li>Change management</li> <li>Digital strategy</li> <li>Resident involvement</li> <li>Net carbon and sustainability</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Prepare for, attend and participate appropriately in meetings</li> <li>Demonstrate learning, keep up to date with relevant issues</li> <li>Develop relationships, champion appropriate behaviour</li> <li>Offer ideas, spot opportunities, innovate, understand implications and risks</li> <li>Determine key issues, understand information presented, offer original perspective</li> <li>Respect others, challenge constructively, compromise</li> <li>Persuasive, willing to express opinions that contradict those of others, support Board decisions</li> </ul>	
<b>Commitment</b>	<ul style="list-style-type: none"> <li>Commitment to social housing and empathy with the vision, values and strategic aims of Teign Housing</li> <li>Commitment to act in the best interests of the organisation</li> <li>Commitment to equal opportunities</li> </ul>	
<b>Special Conditions</b>		<ul style="list-style-type: none"> <li>Ability to represent Teign Housing publicly, at conferences, events and in the media</li> <li>Availability to provide consultation and direction to the Chief Executive at short notice as required</li> </ul>

## 7. Recruitment Timetable

Date	Activity
<b>Friday 13 August 2021</b>	Advert out
<b>Wednesday 15 September 2021</b>	Closing date 9:00 am
<b>Tuesday 21 September 2021</b>	Shortlisting
<b>Monday 27 September 2021</b>	Successful candidates invited to interview
<b>Wednesday 6 October 2021</b>	<p>Informal meetings for candidates with Chief Executive and formal interview with Board panel.</p> <p>Successful candidate from interview invited to attend next Board training, lunch and meeting on 4 November 2021.</p>
<b>Thursday 4 November 2021</b>	Attendance from 11:00 for meet and greet, attendance from 11:30 at Board meeting and closing lunch at 14:00. Last item on the agenda for Board only to discuss appointment.
<b>Friday 5 November 2021</b>	Candidate(s) advised of appointment as volunteer co-optee
<b>November 2021</b>	Induction begins (dates to be agreed)
<b>4 April 2022</b>	Board Member candidate formally appointed to the Board following successful induction and probation period. Payment of fee begins.

## 8. Further Information

For an informal and confidential discussion about this opportunity to join Teign Housing, please contact **Caroline Helps, Corporate Services Manager**, on **01626 322714** or email **caroline.helps@teignhousing.co.uk**

## 9. How to Apply

To apply for this position at Teign Housing please complete the following and email to **caroline.helps@teignhousing.co.uk**:

1. A detailed CV including details of positions held (and dates), size of budgets and teams managed and key achievements, as well as your qualifications.
2. A supporting statement explaining your motivation as well as addressing the person specification (summarising how you feel that your knowledge and experience make you a suitable candidate). Please give examples of specific achievements in the last five years which demonstrate your competence for this role.
3. Full contact details (name, job title, organisation, phone and email) for two referees (including your current employer if applicable). Please note we will not take up references without your prior permission.
4. Completed "*Declaration of Interests Form*" available to download from our **website**. Word version available on request.

Your application will be acknowledged and treated with strictest confidence.

The closing date is: **9:00am Wednesday 15 September 2021**