

## Role Profile – Chair of Operations Committee/Strategic Board Member

### Purpose of the Role

1. To work as a member of the Strategic Board in setting the strategic vision and direction for Havebury Housing Partnership, ensuring the long-term financial viability and sustainability of the organisation.
2. To provide leadership and direction to the Operations Committee to enable it to effectively fulfil its role.
3. To maintain a strong focus on tenants and high standards of governance and regulatory compliance.

### Purpose of the Strategic Board

- Determines the vision, culture and values, strategy, objectives and plans of Havebury Housing Partnership.
- Ensures that decisions taken by the Strategic Board are in the best interests of the organisation, tenants, and stakeholders.
- Reviews and approves sustainable long term financial plans to achieve organisational objectives and approves each year's budget and accounts prior to publication.
- Scrutinises performance in relation to performance, plans, budgets, controls and decisions.
- Ensures that tenants' needs, and concerns are addressed and that their safety is paramount.
- Approves an appropriate, robust, and prudent business planning, risk and control framework and reviews its effectiveness at least once a year.
- Ensures that legal and regulatory requirements are met, and that the organisation's affairs are conducted in accordance with generally accepted standards of governance and probity.
- Reviews the Group's overall governance arrangements and their effectiveness in line with regulatory requirements and good practice.
- Carries out Board duties with independence and integrity and complies with the NHF Code of Governance.
- Ensures that social housing assets are not put at risk.
- Leads on value for money, understands the costs of the business and sets targets for improvement.
- Agrees policies and make decisions on all matters that might create significant financial or other risk to the organisation
- Appoints (and, if necessary, dismisses) and set objectives for the Chief Executive.

## Purpose of the Operations Committee

- To provide assurance to the Strategic Board on the performance, quality and value for money of all services provided to Havebury Housing Partnership homes and tenants. This includes housing services, customer services, resident involvement, asset management, repairs, community investment and support services.
- Take the lead role for providing assurance to the Strategic Board that legal and regulatory requirements are being met in the areas of all health and safety compliance, safeguarding and equality and diversity.
- To review and approve policies affecting Havebury's tenants that are within the remit of the committee.

## Key Responsibilities of the Committee Chair/Strategic Board member

### Strategic Board Member

- To contribute to the setting and review of the the organisation's strategy and Business Plan including the expansion or cessation of business activity.
- To review and scrutinise activities across the organisation to ensure service standards are met, tenants' priorities inform decision-making and the achievement of targets and objectives in the Corporate Plan.
- To ensure the sound management of Havebury's financial resources, ensuring expenditure is in line with its objects, and investment activities meet accepted standards and policies.
- Utilize own expertise for the benefit of Havebury's business and acts as a positive role model in relation to organisational culture and good governance practices and behaviours.
- To always act in the best interest of Havebury, upholding the values of the organisation and undertaking duties in a way that adds to public confidence and trust.

### Ensuring an Effective Committee

- Chair committee meetings efficiently and effectively, bringing impartiality and objectivity into the decision-making process.
- Ensure that all members, including resident members, play a full part in the meetings and that a diverse range of views are heard.
- Lead and support committee members to fulfil their responsibilities and to enhance the overall contribution of the Operations Committee, ensuring effective scrutiny of internal control, risk and internal and external matters.
- Ensure the regular appraisal of committee members where applicable and undertake an annual review of the committee's effectiveness.

### Effective Governance

- Ensure compliance with regulatory standards, standing orders and delegated authorities and the NHF Code of Governance and operate within delegated powers.

- Ensure that appropriate standards of behaviour are maintained in line with the Code of Conduct.
- Ensure that the committee receives professional advice when it is needed, either from senior staff or from external sources

#### **Working with the Executive**

- Build and maintain effective working relationships with the Leadership Team, ensuring that the Board/committee works in partnership with senior staff.
- Set the Operations Committee agenda, in conjunction with the lead Executive member and considering the issues and concerns of all committee members.

#### **Representing the Organisation**

- Act as an ambassador for the organization externally on occasion, promoting the social purpose and achievements of Havebury.
- Meet with tenants and staff and visit Havebury's property periodically to gain insight into the work of the organization and maintain the visibility.

#### **Other Responsibilities**

- Respond to urgent business outside of the formal meeting cycle, being available for ad hoc discussions and taking any decisions in line with agreed urgency procedures.

#### **Time Commitment**

Approximately xx days per annum to include attendance at Board and committee meetings, Preparation, and ambassadorial duties.

### **Person Specification**

#### **Experience**

1. Experience as a non-executive within an organisation of at least a similar scale.
2. A track record of working with senior teams within a substantial and complex organisation.
3. Experience of chairing.
4. Knowledge and experience in one or more of the following areas:
  - Housing management across a multi-tenure property portfolio, including social housing.
  - Asset management of a diverse property portfolio and the delivery of planned maintenance and repairs services including building safety and compliance.
  - Resident involvement in social housing.

## Competencies and Skills

1. **Leadership** – the ability to lead a committee, providing a clear sense of direction whilst taking a collaborative approach. Has a clear understanding of the difference between Executive and non-executive roles.
2. **Commitment to Havebury values** - Demonstrates commitment to the values and aims of Havebury Housing Partnership as a social housing provider.
3. **Customers** – A commitment to ensure that tenants needs, concerns and safety are at the heart of the committee’s decision-making and oversight.
4. **Team working** - Takes a collaborative approach to working as part of a team, building trust and respect amongst Board and committee members, officer colleagues and partners.
5. **Decision-making** – able to assimilate complex information, conflicting opinions and competing priorities to come to a conclusion that is in the best interests of the organisation.
6. **Communication** – Good listening skills and the ability to encourage all participants to contribute and reach consensus. Has an engaging style.
7. **Equality and diversity** – Demonstrates a clear commitment to equality, diversity and inclusion and takes an active role to ensure Board and committee members, staff and other stakeholders are treated fairly and appropriately to their needs.
8. **Ethics and Integrity** - Understands and fulfils the role of a non-executive director, is open, transparent, and maintains high standards of probity.
9. **Knowledge of the sector** – Has a good understanding of the social housing sector and its wider operating environment.
10. **Technology** – Able to make best use of technology to fulfil the role.

## Additional Information

Board and Committee Members must be able to:

- Attend the agreed programme of Board and committee meetings plus occasional other meetings and events each year.
- Not work for or be involved with any organisation that would consistently create a potential conflict of interest. This includes making an annual declaration of interests.
- Undertake an annual appraisal.
- Be prepared to undertake training as agreed with the Chief Executive, Company Secretary.
- Carry out the role in the context of and demonstrate a commitment to Havebury’s Equality, Diversity and Inclusion Policy.