



Role Profile - Vice Chair of Tenant Experience Committee and Board Member

Person Specification

1. Tenant, or household member, in a Havebury Housing Partnership home.
2. Knowledge and experience of one or more of the following:
 - a. living in, or have lived in, social, affordable or shared ownership housing.
 - b. Experience of the needs and issues of our local communities.
 - c. Knowledge and experience of either tenancy management, repairs and maintenance, health and safety, supported housing or customer service.

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. **Tenants** - 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.

Time Commitment

In terms of time commitment it would require you to attend four committee meetings a year, four board meetings a year and two strategy days. Our meetings currently run between 5pm and 7pm usually on a Tuesday evening. You would need to ensure you had time to read the papers beforehand and be able to take part in occasional other activities.

Purpose of the Role

1. To work as a member of the 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 assist in providing leadership and direction to the Tenant Experience 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 Board

- Determines the vision, culture and values, strategy, objectives and plans of Havebury Housing Partnership.
- Ensures that decisions taken by the Board are in the best interests of the organisation, tenants, and stakeholders.
- Ensures that tenants' needs, and concerns are addressed and that their safety is paramount.
- 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.

Purpose of the Tenant Experience Committee

- The Tenant Experience Committee is a committee of the Board whose purpose is to ensure the tenant voice is heard when strategic and operational matters, which may affect Tenants and other members of the community, are considered by the Board or its committees.
- It enables the Board to be accountable to Tenants for the Havebury Group's performance and decisions it has taken and contributes to an effective co-regulatory relationship between Havebury and its Tenants.
- The Committee will be made up of between seven and ten people, tenants and non-tenants but with tenants in the majority.

Key Responsibilities

Board Member

- To contribute to the setting and review of the Association'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.
- Utilise 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

Working with the Chair of Tenant Experience Committee to:

- Ensure committee meetings are held 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.
- Maintain effective working relationship and open communication with Tenant Voice Panels and Performance and Scrutiny Panel Members.

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.

Representing the Organisation

- Act as an ambassador for the organisation 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 organisation and maintain the visibility.

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.

Fees

These formal roles are paid and you would receive £5,000 per year for your service. If you are in receipt of benefits this should not be a barrier but you would need to talk to your welfare office for advice. Although preferable no previous experience of being on a board or committee is required, we will very happily provide training, support and mentorship.

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