

# Non-Executive Director & Committee Member

## Recruitment Pack:

- Non-Executive Director (Board Member) and Chair of the Customer Committee
- Committee Member – Customer Committee

**The Wrekin**  
Housing Group

### The Wrekin Housing Group

Our Group purpose:

“Making a Difference to People’s Lives”

Our Group values:

- 🏠 Inspire Positive Change
- 🏠 Everyone Matters
- 🏠 Communicate Clearly
- 🏠 Grow Together

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## Welcome message – Des Hudson, Group Chair

Dear Applicant,

I am delighted that you are interested in joining us at The Wrekin Housing Group.

Wrekin has a clear vision and purpose as a housing association, with almost 13,500 properties, across Telford & Wrekin, Shropshire and Staffordshire. We have a willingness to innovate, to challenge ourselves to be the best, and for our entire team to be united in our purpose to make a difference to people's lives.

As Chair, I have been humbled at how everyone at Wrekin works so effectively to keep our customers and staff safe – while continuing to deliver excellent services. We are now determined to ensure our customers remain at the heart of everything we do by launching this new committee and by bringing a tenant onto our Board as a Non-Executive Director.

The new committee will start its work in the new year. Its membership will be made up of 2 existing board members; two current Committee members, tenants and 3 new roles – which we are now recruiting to.

These are the Chair of this new Committee – this person will also be a full Non-Executive Director (Member of our Board) – and also two new members of the committee. We want all three positions to be taken by those who live in social housing; bringing our customers' experiences into the heart of our Board and Committee decisions.

Our Group Board and committees work in a collaborative manner, with lively and informed debate as we strive to grapple with the challenges and opportunities facing us. This is an opportunity to work with colleagues from a wide range of backgrounds - all of whom are focused on our success, and the quality of services we work with our tenants to design and deliver. These new Committee Members will bring their experience and expertise to the Committee and Group Board.

For the Non-Executive Director/Chair of the Customer committee, we would welcome applications from those who not only live in the social housing sector, but also have a strong focus on customer services; effective communication skills and an ability to review and reflect on a range of different company matters. Experience of working or managing committees or formal meetings would be welcomed, but is not essential.

For the committee roles we are also looking for applicants who live within the social housing sector and who can bring great insight into effective customer services and a passion for listening to customer voices to improve services. Fundamental to our continuing success is ensuring Wrekin places customers at the heart of everything we do. It has also never been more important to make sure we listen to our customers and to use their opinion to inform how we run our services and hear customers' views in our decisions. I look forward to hearing more about you and what you could bring to Wrekin.

Please do reach out for an informal conversation if you would find it useful to speak with me. You can arrange a time for a conversation by contacting [boardrecruitment2023@wrekin.com](mailto:boardrecruitment2023@wrekin.com).



Desmond Hudson, Group Chair

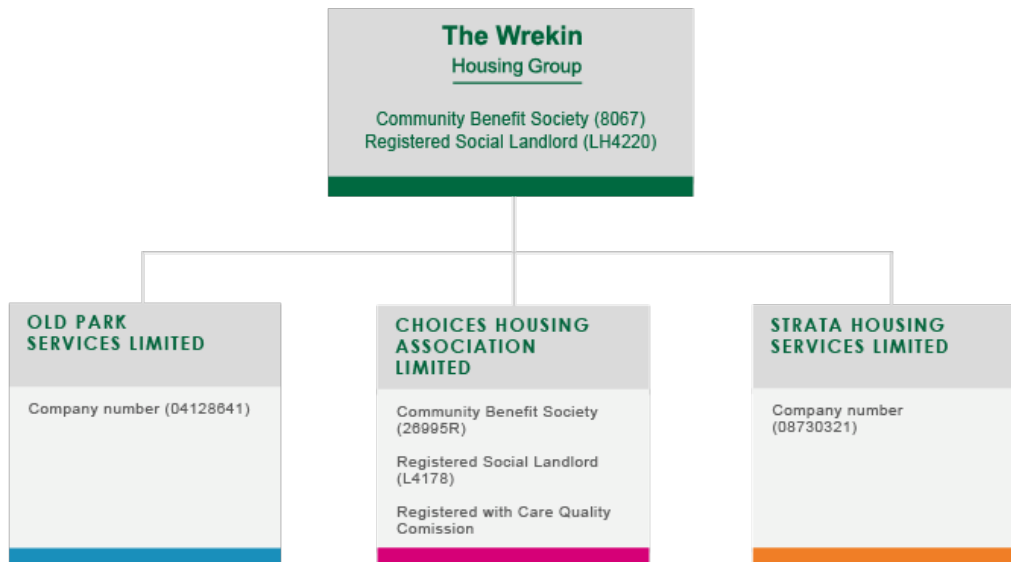
## About The Wrekin Housing Group

The Wrekin Housing Group ('WHG') is an ambitious, socially minded organisation looking to grow our delivery of the very best housing, care and support services to our customers. We are proud to make a difference to people's lives by:

- 🏠 Providing over 13,500 homes for affordable rent and low-cost home ownership across Telford & Wrekin, Shropshire and Staffordshire
- 🏠 Delivering innovative care solutions ranging from domiciliary care for the elderly to supported housing and residential care for adults
- 🏠 Providing an award-winning repairs services; exemplar programme to build new homes and excellent housing services – that drives high satisfaction with customers who live in high standard homes
- 🏠 Working in partnership with customers and service users, working in partnership with them in decisions about our business, enabling us to continuously improve performance
- 🏠 Taking pride in having the most impact we can, such as working with partners to create jobs where we might be building new homes
- 🏠 Being an 'employer of choice' to our 1,200 staff and recognised as an ethical and trusted partner to our key stakeholders and wider supply chain that delivers against its values

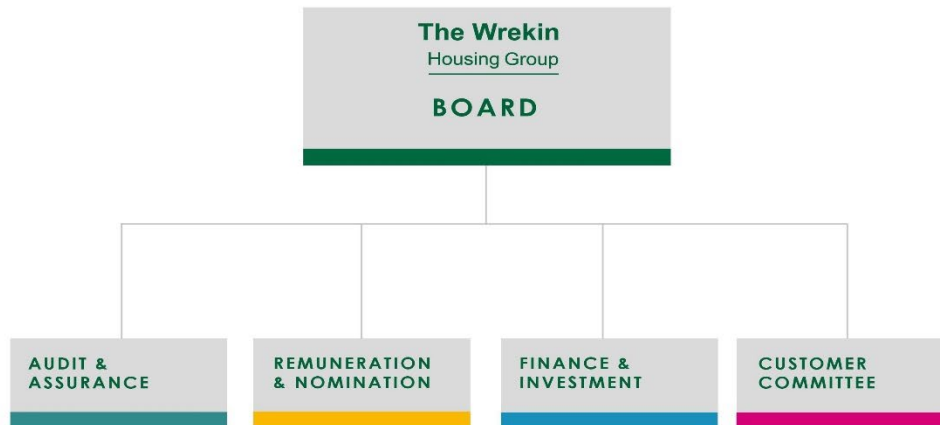
## Our Company Structure

The Wrekin Housing Group and Choices Housing Association operate a co-terminous Board made up of 10 members, including the Group Chair.



## Our Committee Structure

There are four key committees which report to Board and membership is taken from the members of the Group Board, plus some independent members. These are illustrated below.



## About the Non-Executive Director role/Chair of the Customer Committee and the Committee Member roles

Wrekin's Board works collaboratively with the Leadership and Management Teams to ensure the company achieves its ambitions. Each Non-Executive Director is recruited to bring not just a specific specialist skill, but because they share our values: Inspire Positive Change, Communicate Clearly, Grow Together and Everyone Matters.

These skills and approach enable the Board to challenge and scrutinise in a collaborative and supportive way. We are now seeking someone who can bring a range of skills, professional and life experiences and someone who lives in the social housing sector.

The person filling the role of Non-Executive Director and Chair of the Customer Committee may have experience of providing great customer service and preferably of managing formal groups and committees or the potential to bring other life skills to meet these responsibilities. All committee members should be interested in how Wrekin deliver and manage its services; shape service design around customer feedback and will be wholly committed to making sure the customer voice is heard.

Wrekin welcomes applications from adult residents from the social housing sector of any age and background, as we seek to improve the collective diversity across our Board. This will support our organisation to grow and develop. We welcome applications from both our own residents, as well as the residents of other social housing providers.

In return Wrekin offer:

- 🏠 Remuneration of: £7,750pa for the Non-Executive Director/Chair of the Customer Committee. This is not pensionable and does not imply any employment contract nor other benefit
- 🏠 Remuneration of: £3,000 pa for the Committee membership roles. This is not pensionable and does not imply any employment contract nor other benefit
- 🏠 Reasonable out of pocket expenses will be reimbursed
- 🏠 Access to an excellent package of training and development support, including attendance at national and regional events
- 🏠 Full ICT package to support hybrid working

🏠 A tenure of up to 6 years, aligned to the National Housing Federation Code of Governance

NB: The issue of Conflicts of Interest, actual or potential is an issue of importance in our Governance arrangements and Board roles in particular. You should give this matter careful consideration. All applicants invited for interview will be provided with details of our Conflicts Policy.

## **The role profile – Non-Executive Director/Chair of the Customer Committee**

### **Role Purpose**

To work with other Board Members and employees to ensure that The Wrekin Housing Group is governed appropriately. You will also work to ensure that we are accountable to customers and stakeholders, and that Wrekin works within the requirements of the law and its funding bodies.

### **Responsibilities – Group Board**

As a member of the Group Board you will participate and contribute to the process of:

- The setting of Wrekin's purpose, vision and strategy
- The setting of the Group's business plans and budgets
- Oversight and monitoring of the performance against our agreed strategy, business plans and budgets, system of internal controls, financial policy and accounting and the overall conduct of the Group
- To agree policies and make decisions on all matters that might create significant financial or other risk to the Group, or raise material issues of principle
- To ensure that the Group's affairs are conducted lawfully and in accordance with generally accepted standards of performance and propriety
- To consider and agree responses to reports from the regulators, the Group's auditors, funders and any other relevant bodies
- To represent the Group in the outside world and to help foster good relationships our stakeholders and partners
- To promote the good name of The Wrekin Housing Group at all times
- To campaign, both on a local and national level to promote issues relating to the Group, care and social housing generally
- To abide by the NHF's Code of Governance, the Group's Code of Conduct and Conflicts of Interest Policy for Board Members

### **Responsibilities – Chair of the Customer Committee**

Your role will be to work constructively with members of the committee and Wrekin employees to ensure that the committee discharges its roles and responsibilities efficiently and effectively.

You will provide strategic oversight, scrutiny of, and challenge to, the quality of services and customer experience right across all of Wrekin's operational services. This will include focus on key customer outcomes and supporting performance information. It is anticipated the committee will support the deeper scrutiny of outcomes for customers and on compliance against the consumer standards (regulatory standards).

### **Person Specification – Non-Executive Director role/Chair of the Customer Committee**

The successful applicants will be able to demonstrate an understanding of and experience of working for and with organisations in any/all of the following areas:

- 🏠 Customer Services
- 🏠 Stakeholder engagement

It would be desirable for successful applicants to have:

- 🏠 Experience of working in a multi-faceted organisation and managing complex people agendas and structures
- 🏠 Experience of working in an environment with a diverse portfolio of customer-focused services.
- 🏠 Experience of using a range of customer feedback and intelligence to shape service design
- 🏠 Understanding of delivering social value and investment in a commercial setting.
- 🏠 Partnership working and public affairs management.
- 🏠 Experience of stakeholder engagement and management to support the identification and delivery of shared objectives.
- 🏠 Experience of practical implementation of equalities, diversity and social inclusion in commercial and community settings (Both)

## The role profile – Customer Committee Member

Working alongside the other 6 Members you will:

- 🏠 Scrutinise information about how satisfied (or otherwise) customers are with WHG services, looking for areas for improvement and learning from those areas which are operating well
- 🏠 Agree further actions, such as making recommendations for customer-led reviews, where services may be improved
- 🏠 Review reports about how well WHG has self-assessed that it is meeting the Regulator of Social Housing (RSH) Regulatory Consumer standards and Housing Ombudsman Code of Complaint Handling
- 🏠 Review the framework about how we know we are meeting the Consumer standards
- 🏠 Review the outcomes of the WHG customer voice framework to ensure that contributions are made from a range of customers who are representative of the customers we work with
- 🏠 Act as a sounding board on all aspects of customer voice, offering advice and guidance on how best WHG can offer all customers the change to voice their views and that WHG actively listens to them
- 🏠 Take time to understand Wrekin services and all the ways that the customer voice is heard and responded to

## Person Specification –Customer Committee member

We are looking for people who fulfil the definition of being a Wrekin or Social Housing customer – so are tenants or live within a tenanted household and are eligible for appointment (see the section below).

We would be looking for you to have experience of:

- Any paid or voluntary work in a group or governing setting, such as community groups, charities or school governance
- Reviewing data, such as customer satisfaction information, to monitor performance



- Openness to hearing and understanding a wide range of different customer views from a range of demographic groups
- Taking part in discussions and debate and ability to reach a consensus on decisions
- Curiosity and interest in constructive problem solving
- Strong communications skills

## Personal attributes for both roles

We are looking for people who will:

- 🏠 Live our values, that everyone matters, communicate clearly, grow together and inspire positive change
- 🏠 Take ownership of decisions and issues, be open to new ideas and approaches and be honest in their approaches
- 🏠 Show a strong commitment to equality, diversity and inclusion
- 🏠 Embrace chances for learning
- 🏠 Be open and engaging about ideas and have a passion for customer voice
- 🏠 Be able to understand and comment on complex information.
- 🏠 The ability to think objectively and strategically about the services delivered by WHG.
- 🏠 The ability to work with others to achieve shared aims.
- 🏠 The ability to see beyond your own experiences.
- 🏠 The ability to constructively challenge and probe.
- 🏠 A commitment to developing their skills and knowledge of social housing.

We are looking for people who have the skills to undertake this role but who are also open to any training and support to build your skills further.

## Eligibility for both roles

You must meet the definition of a “customer” as set out above. If you become a member and your circumstances change such that you no longer meet that definition you must step down from the Committee.

You must be over 18 years of age.

WHG will accept only one application from each WHG household.

Your application (or any continued membership of the Committee) will not be eligible if:

- 🏠 WHG has commenced legal action against you. This means that if you have breached your tenancy and have a current Notice of Seeking Possession served against you; or a court order for breach of tenancy. This includes a possession order (or in breach of a suspended possession order) or court order (ASB order or injunction, demoted tenancy or closure order) or any other judicial order which has an equivalent effect.
  - 🏠 WHG has a court order for recovery of money against you
  - 🏠 If you are in a legal dispute with WHG
  - 🏠 If you are an employee of WHG’s Parent or Subsidiary companies
  - 🏠 You breach the WHG Code of Conduct for Board and Committee members



## Time commitment

The Non-Executive Director/Chair of Committee role includes membership of the Group Board.

The majority of our meetings take place on Wednesday. The Board meet 4 times per year and the new Customer Committee will meet 6 times per year. For the Chair of the Committee you would also be asked to attend Board strategy days twice per year and some training events throughout the year.

It is expected members are able to put in the time required to read the papers and prepare for each meeting - including strategy and training events. Ideally committee members will also spend time in our communities and participating in different tenant engagement opportunities.

This will mean the time commitment to support the effective delivery of the NED/Committee roles could require a commitment of a minimum of two days per-month.

Applicants are required to confirm that they are in a position to allocate sufficient time to the role.

## Location

Our head office is located in Telford at Colliers Way, Old Park, Telford, TF3 4AW. Our area of operations extends across Telford & Wrekin, Shropshire and Staffordshire as well as the wider West Midlands area.

The Board and committees follow a mix of ways of working – some in-person meetings and some online. These face to face meetings generally take place at our head office or within our areas of operation. You may also be required, on occasion, to attend conferences and events elsewhere across the UK.

## How to apply

We would like you to send us:

- 🏠 An up to date CV detailing your full career history\*
- 🏠 A supporting statement, confirming first, which role you are applying for and then explaining your relevant experience and about why you would be a great asset to the Wrekin Housing Group\*
- 🏠 Completed [equalities and diversity monitoring form](#)\*\*

If you prefer we will accept a video application.

Whatever way you apply additional support from one of our specialist advisors on how to make your application is available on request. Please contact [boardrecruitment2023@wrekin.com](mailto:boardrecruitment2023@wrekin.com) .

\*These documents should be no longer than 2 pages each.

\*\*Please note this is not mandatory and is requested for monitoring purposes in line with our commitment to equality and diversity. We will only use the information for the purposes for which it is collected and this information will be destroyed after six months

The above should be sent to [boardrecruitment2023@wrekin.com](mailto:boardrecruitment2023@wrekin.com) and applications must be received by noon at close of business on 3<sup>rd</sup> January 2023.

It is intended that interviews will take place week commencing 16<sup>th</sup> January 2023. These will be held at our Old Park offices (Colliers Way, Telford, TF3 4AW).

If you should have any queries about this process or require any further information to help inform you application then please do not hesitate to contact [boardrecruitment2023@wrekin.com](mailto:boardrecruitment2023@wrekin.com) .