



RHP Tenant Board Member Candidate Pack

Summer 2023



www.rhp.org.uk

WELCOME FROM THE CHAIR



Dear applicant

Thank you for considering becoming a member of our Board. We need someone who is one of our tenants and can bring their experience and expertise as a tenant to our Board. If this is of interest to you, then more information about the role and the skills we are looking for is in the rest of this pack.

The Board

All RHP Group Board members share a real passion for the business. Working in social housing is never dull, there are always new challenges and opportunities. As Board Members our responsibilities are serious – ultimately to ensure the continuing success of RHP Group. In today's economic climate our services are in greater demand than ever, and we're firmly committed to playing a part in meeting these needs.

The RHP Board has up to 12 members and is responsible for the strategy and performance of RHP as a social business, landlord and service provider. Our Chief Executive Sarah Thomas is on the Board, all other members are Non-Executive Directors, which means they are not part of the day to day operation and work of RHP. Non-Executive Board members are all appointed to collectively assemble the range of skills and experience required to run RHP as a successful business.

The RHP Rules require that two of these members of the Board are RHP customers (normally one tenant and one homeowner). We now have a vacancy for a tenant Board member.

Your expertise is likely to come from your lived experience of being and becoming a tenant. No-one on the board currently has that. We hope you have other expertise too; being a community leader, knowing what our children (and their parents) need, or understanding how needs change as we age, for instance.

WELCOME FROM THE CHAIR continued

The Role and Requirements

Each and every Board member has the same shared responsibility for working together and with senior managers to make important decisions about business strategy, finance, performance and risk; and about the management and development of the services we deliver to our customers.

We value the contributions of an RHP tenant on the Board because of the direct experience of being one of our customers, together with the personal skills and experience that the person brings. So, whilst a tenant brings a customer perspective to the Board, all non-executive Board members are expected to have experience and skills which relate to RHP's work and the communities we serve.

As a collective, all Board Members are jointly responsible for:

- ▶ Ensuring that RHP is managed efficiently, effectively and in line with the requirements of the law, the regulatory bodies and best practice.
- ▶ Acting only in the interests of RHP and not on behalf of themselves, any constituency or interest group.
- ▶ Upholding the reputation of RHP and the values, objectives and principles for which it stands.

If you are the right person it doesn't matter if you've never been a Board member before. We will give you a comprehensive induction and on-going support and training, covering all areas of the business.

You must be able to use digital devices as all communications and Board and Committee papers are circulated digitally. If you don't already have a suitable device, we will provide one.

Non-Executive Directors are appointed for an initial period of up to three years. The Non-Executive Directors do not receive a salary but are provided an allowance (further information is available later on in this pack). If you are currently receiving benefits and have concerns how this may impact you then don't let this stop you applying - we can work with you on this.

We particularly encourage applications if you are from a group who is currently underrepresented in RHP, this includes disabled applicants or someone from a minority background.

I hope you find the information in this pack helpful and if you decide to apply, I will be delighted to hear from you. If we appoint you, I know you will find it personally rewarding.

Keith Jenkins

Chair of the Board

WELCOME FROM THE CHIEF EXECUTIVE



RHP has always put people first and sought to deliver the best for our customers.

We have had a challenging 12 months due to a range of external and internal factors. Along with the rest of the sector, we are in unprecedented times when it comes to the delivery of our services, following the impact of the covid pandemic, Brexit and inflationary increases. This has been exacerbated by additional challenges due to the end of a long-standing partnership with our repairs contractor.

We are confident that during 2023/24 our continued focus on our service recovery plan, along with the embedding of our new repairs partnerships will lead to a positive difference in our service, which will feed through to both customer and colleague satisfaction. We are also keen to ensure we exceed the requirements of the Housing White Paper and Building Safety Bill and tackle the need to deliver substantial improvements in environmental sustainability.

The focus of our five-year strategy is based on four strategic pillars connected with customers, homes, people, and business:

Customers at the heart of everything we do:

this is focused on providing customers with great service, ensuring we understand their individual needs, keeping our promises and delivering consistently high standards.

Homes to be proud of: this encompasses asset investment in all properties - both for our existing housing stock and new homes. We believe this will help us achieve greater consistency across all the homes we provide, better integrate the use of new technology in asset management and help to embed decarbonisation and energy efficiency measures across all our asset investment.

Inspiring and inclusive employee experience:

we have a relentless focus on our culture being customer centric whilst evolving our people strategy to ensure it remains at the cutting edge of modern working practices.

Brilliant business: this includes ensuring robust financial strength whilst maintaining the long-term success and resilience of our business, such as good governance.

Our Board Members are a critical part of helping us deliver our strategy, by ensuring good governance, challenge and support. We are looking for individuals who will be able to constructively challenge and work with us and who are committed to helping us deliver our long term vision.

I strongly believe in the importance of having a tenant voice on our Board, and would encourage you to apply if you feel you could make a difference.

Sarah Thomas
Chief Executive

ABOUT RHP

Our purpose is to provide safe, secure, affordable homes - opening the door to life opportunities.

For the past twenty years we've been passionate about providing excellent service and a great place to work.

We were formed in 2000, and over the years have gradually extended our reach. Today we're proud to operate across the boroughs of Richmond, Hounslow, Kingston and Hillingdon.

We own and manage around 10,000 homes for social rent and shared ownership, and plan to build many more over the next five years.

We understand the link between highly engaged employees and highly engaged customers, and have been recognised as an excellent employer through several prestigious awards. This includes: being named as a Top Employer 2023, gaining Gold accreditation as part of the Mind Workplace Wellbeing Index, and holding Investors in People Platinum status.



PURPOSE, VISION & VALUES

OUR PURPOSE

We provide safe, secure, affordable homes - opening the door to life opportunities.

OUR VISION

People will tell us they're proud of the homes we provide, satisfied by our service, and inspired to work for us.

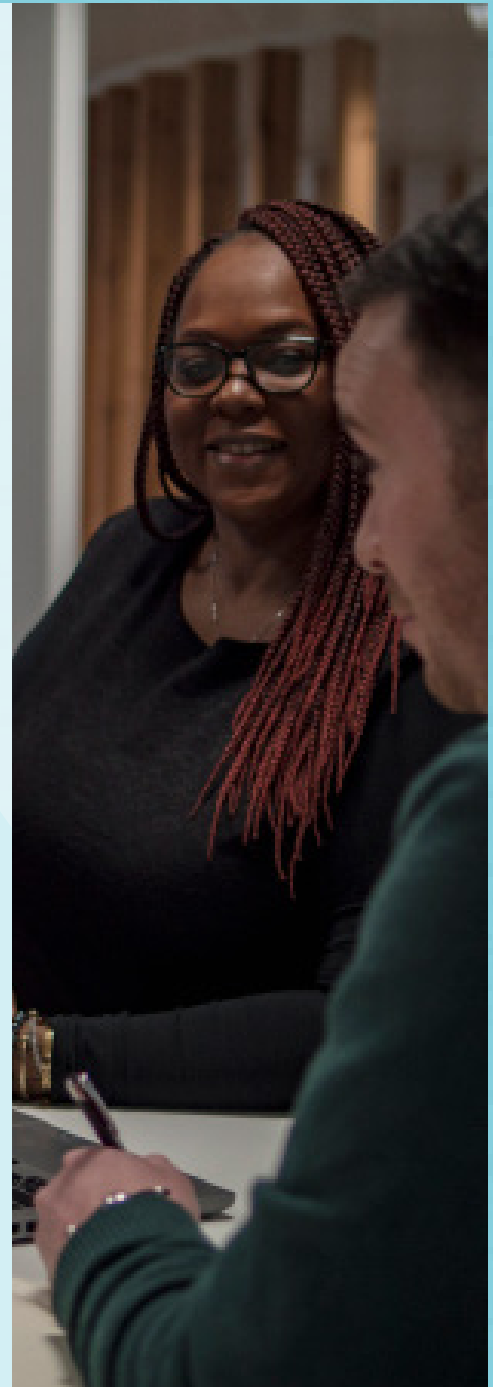
THE VALUES WE LIVE BY

Everything we do is underpinned by our three **KOSMIHC** core values:

We Know Our Stuff: we build trust and confidence by being experts in what we do. Our knowledge and skills enable us to get the most important stuff right, providing excellent service and keeping our customers, homes, and each other safe. We embrace change and recognise when we need to adapt, learn, and develop new skills.

We Make It Happen: we show accountability, energy, and passion for finding speedy resolutions, and do what we say we will. We use collaboration and creativity to work together to find better ways of doing things. We don't stand on the sidelines: we get involved in a way that's meaningful for us. We find joy in what we do and have fun along the way.

We Care: we care about providing an amazing service to our customers and each other. We treat people as individuals and show empathy by putting ourselves in their shoes. We really listen, being present for both customers and colleagues - making them feel in safe hands. We care about what happens today and tomorrow for our people, communities, homes, and the planet.



COMMITMENT TO DIVERSITY AND INCLUSION

We are committed to increasing diversity and inclusion within our organisation. This means reflecting critically on issues of diversity and inclusion within all that we do, identifying and taking appropriate actions to reduce inequality.

We welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion or socio-economic background.

Our three core inclusivity goals are to:

- Develop and sustain an inclusive organisation
- Recruit, retain and advance a diverse organisation
- Integrate diversity, equity and inclusion into what we do

Therefore, during the application process we commit to

- Paying for childcare and care costs whilst you're attending an interview.
- Paying for your travel costs to the office and back for interviews if they are held in person.
- Making any reasonable adjustments - for example ensuring we have sign language interpreters organised in advance if you'd like them.
- Providing this document in a Word document format readily available to download.
- Offering a first stage interview to disabled applicants who meet the minimum criteria for the role.

If there is anything else you're concerned about or think we could provide, please let us know.



THE ROLE & PERSON SPECIFICATION

THE ROLE

We're looking for a Tenant Board Member who understands our social purpose and the challenges and opportunities we're working through now and in the future. You will demonstrate considerable energy, a focus on high-performance and a determination to ensure that we provide the best possible outcomes for our customers and employees.

PERSON SPECIFICATION

- Positive 'can do' and 'solution focused' attitude.
- Ability to work closely with fellow Board Members and employees.
- Excellent communication and interpersonal skills.
- Ability to understand the purpose and vision of the Board.
- Understanding the need to support and abide by the collective Board decision even if you do not wholly agree.
- Ability to see the 'big picture' and willingness to contribute to the development and delivery of the Corporate Strategy.
- Ability to read, understand and interpret Board papers.
- Ability to challenge and hold to account senior employees in a respectful manner.
- Commitment to Inclusion, Equality and Diversity.

SELF AWARENESS & DEVELOPMENT

- Ability to analyse and interpret complex information.
- Good independent judgement.
- High levels of personal trustworthiness and integrity.
- Tact and diplomacy.
- An appetite for continuous personal development.

DESIRABLE

- Knowledge of housing association services and / or operations.
- Knowledge of the challenges facing housing associations delivering affordable homes.
- Knowledge of the role a Board Member plays in delivering effective governance and managing risks in organisations.

ADDITIONAL INFORMATION

Term of office:

Board Members are appointed for an initial period of up to three years..

Time Commitment:

The Board and committees all meet four times a year in a quarterly cycle. Meetings usually start at 3.00pm on a weekday at the RHP office and can last up to two – three hours. This will mean that you could attend 12 meetings a year, plus four strategy sessions. You will also be required to read the Board and committee packs in advance of the meetings.

Committees:

There are also four committees of the Board: Service Delivery, Investment, Audit and Governance & Reward. Board Members are expected to sit on at least one of these committees.

Location:

Board meetings are usually held at our office at 8 Waldegrave Road, Teddington, TW11 8GT.

Allowance:

This position will attract an allowance of **£5,858 per annum** and **reasonable expenses** are also covered under our Board Member expenses policy.

Learning and Development:

We are committed to supporting Board Members learning and development through training and our informal learning sessions.

Conflicts of Interest:

All candidates will be asked to disclose any actual, potential or perceived conflict of interest, and these will be discussed with the candidate to establish whether and what action is needed to avoid a conflict or the perception of a conflict.



HOW TO APPLY

To apply for this position, please supply the following by **17 September 2023**.

A detailed CV setting out your career history, with responsibilities and achievements.

A covering letter (maximum two sides) highlighting your suitability for the role and how you meet the person specification. Please note that the covering letter is an important part of your application.

Details of two referees (not relatives) together with a brief statement of how they got to know you, how they can judge the skills you would bring to the board and over what period of time they have known you. Referees will not be contacted without your prior consent.

Please send your CV and cover letter to company.secretary@rhp.org.uk, and use the same contact for any questions you have about the role.

