

Recruitment Pack

Customer Committee Member July 2024



We partner with customers and communities to shape places people are proud to call home.

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1. Welcome Letter



Dear Applicant,

I am so pleased that you are interested in this brand new, exciting opportunity to be a part of our organisation. This is the first time we have recruited for a role like this, for a committee that will focus entirely on the experience of our customers.

I've been a Board member for Greatwell Homes for six years and I'm also a customer of Greatwell Homes. Being a Board member has enabled me to have a real say in the priorities of the organisation and bring a customer voice to the Board.

Now we're increasing our customer voice at this strategic level and aiming to recruit four new customer committee members and I'm so thrilled that we will have more customers at this level.

We've seen a lot of change here at Greatwell Homes over the last few years; and in April 2022, we launched our Live Greatwell corporate plan which our customers played a major role in shaping. The plan has four main strategies; Live proud, Live green, Live happy and Live safe and each strategy puts customers at the core of everything we do.

Many of our customers are now using our online portal to pay their rent and report repairs. Our staff have the equipment and abilities to work remotely. Whether this is within our communities or from home, this flexibility is helping Greatwell Homes to provide a better service for our customers in line with our Live proud strategy.

We are confident that we have a great team to achieve this. A team that is committed to deliver our mission *to partner with customers and communities to shape places people are proud to call home.*

The next few years will bring further change and new challenges and we want our customers to be leading the way with us. If this inspires you then please read on to find out more about the role and how you can be a part of our future.

Cheryl Armatrading,
Board member and customer

2. Customer Assurance Committee Member Advert

We're looking for four customers to join us in this brand new, exciting role, as part of our new Customer Assurance Committee.

At Greatwell Homes, we provide affordable housing and support services to over 5,000 homes in Northamptonshire. We have a £27million turnover and our mission is to “*partner with customers and communities to shape places people are proud to call home.*”

The Customer Assurance Committee is a new committee, being created specifically for customers to be a part of our governance. The Committee will commence its work in early 2025 and has an important role in providing the Board with assurance that the voice of customers is heard, understood and influences decisions about services to all Greatwell Homes customers.

The Committee will consist of a maximum of six members and four of the places will be for Greatwell Homes customers.

The successful applicants will be appointed at the December Board meeting and will formally start their role in January 2025 with the Committee being functional by 31 March 2025. The Committee will typically meet online, however, there are some in-person meetings each year. There is an assumption that the Committee's on-line meetings will be held on a Thursday from 4.00 – 6.00 pm.

As a Committee Member, the remuneration is £5,577 per annum plus reasonable expenses.

We welcome applications from people of all ages, backgrounds, and communities, and seek to improve the collective diversity of thought and experience across our organisation. We will make reasonable adjustments to the selection process as required.

The interviews will be held the week commencing 30th September 2024 via online video call.

Full details about this role, including the recruitment pack, can be found at <https://www.greatwellhomes.org.uk/careers>

To request a pack directly, or to schedule an informal discussion about the role with our Head of Customer Excellence, please contact the HR team by emailing HR@greatwellhomes.org.uk or calling 01933 234492.

3. Customer Assurance Committee

The Customer Assurance Committee is brand new committee, being created specifically for customers to be a part of the governance of Greatwell Homes. It will commence its work in early 2025 and has an important role in providing the Board with assurance that the voice of customers is heard, understood and influences decisions about services to all Greatwell Homes customers. It has been created as a response to the changes in housing regulation, specifically the Consumer Standards, and it will strengthen the organisation's oversight of customers' experience of Greatwell Homes services.

Specifically, the Customer Assurance Committee will carry out its work by:

- Shaping customer related strategies and policies as delegated to the committee.
- Scrutinising and overseeing the customer experience feedback, and insight to provide a customer perspective.
- Ensuring customers have meaningful involvement opportunities that are fully supported and resourced enabling customers to effectively scrutinise, influence and review service delivery.
- Reviewing and monitoring consumer regulation compliance.

The committee will consist of a maximum of six members and four of the places are for Greatwell Homes customers. The committee chair will be appointed by the Board who will consider the skills and competencies required for the position and initially, the Chair of the committee will be a current Greatwell Homes board member. However, it is the ambition of the organisation that the committee chair is a Greatwell Homes customer. It is envisaged that a customer will be chairing this committee within two years after the inception of the committee.

4. The Role

We are recruiting four Greatwell Homes customers to join our new Customer Assurance Committee as Committee Members.

The Customer Assurance Committee will meet at least four times per year. We estimate that the time commitment is 12 days per year (1 day per month). This figure includes the formal Customer Assurance Committee meetings; individual preparation time for meetings (reading of papers etc.); training; and working on 'task and finish group' activities. There may be other time commitments including attending Strategy days.

There will be an induction programme for new members which will require an additional time commitment.

Equality, Diversity, and Inclusion

Greatwell Homes encourage fair and equal treatment for all regardless of race, colour, ethnic or national origin, religion, gender, physical or mental ability, appearance, political affiliation, sexuality, age, or class. Greatwell Homes will identify obstacles that may prevent customers from contributing and will endeavour to find solutions to enable customers to better contribute to its work.

Remuneration

The role of a Customer Committee Member is paid at £5,557 per annum, plus reasonable expenses.

Eligibility

All Greatwell Homes licensees, tenants, leaseholders, and shared owners are welcome to apply.

Your application will not be eligible if:

- Greatwell Homes has commenced legal action against you or a member of your household. This means you are not eligible 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.

- Greatwell Homes has a court order for recovery of money against you.
- You are in a formal legal dispute with Greatwell Homes

If any of the above happen while in post, the post holder will be asked to stand down.

5. The Board

Greatwell Homes Board consists of 10 members, led by a Chair and Vice Chair.



Front row, left to right: Gurmeet Singh Viridi, Mona Shah, Chair of Audit and Risk Committee, Mike Kay, Chair of the Board, Jo Robinson, Chair of Board Effectiveness and People Committee, Cheryl Armatrading.

Back row, left to right: Kevin Edwards, Simon Brooksbank, Vice Chair of the Board, David Beale, Helen McGregor, Martin Lord

Three members are retiring from the Board in September as their terms of office have reached their maximum term. We are currently in the process of recruiting three new board members.

In addition to the new Customer Assurance Committee, two other committees support the Board: Audit and Risk Committee (ARC) and Board Effectiveness and People Committee (BEP).



For more information on our board members, please see our [website here](#)

6. The Executive Management Team

Our Executive Management Team (EMT) are responsible for the day-to-day running of Greatwell Homes, and they report to the Board.



From left to right:

Chris Holloway, Executive Director, Jo Savage, Chief Executive, Julie Robinson, Executive Director & Company Secretary

For more information on our Executive Management Team, please see our [website here](#)

7. Committee Member Role Profile

Purpose

Committee members are responsible for supporting the Board of the Association (Greatwell Homes) and should:

- Exercise independent judgement, reasonable care, skill and diligence.
- Act in accordance with the rules and promote the success of the Association.
- Uphold the National Housing Federation Code of Conduct inside and outside meetings.
- Recognise the importance of confidentiality within their role.
- Be highly accountable to a variety of stakeholders including customers and establish regular communication to consider feedback.
- Have regard to any relevant advice provided by the executive, work with them effectively and hold them to account for running the Association.
- Demonstrate a strong commitment to equality, diversity, and inclusion.

Key Responsibilities

Greatwell Homes expects every member of the Customer Assurance Committee to have, or be willing to work toward the following:

Performance, development, communication and relationships – to attend training, induction and other events, to participate openly and honestly while maintaining good working relationships with committee members, Board Members and employees as well as representing the organisation and acting as an ambassador.

Effective meetings and decision making - to fully prepare for, attend and participate in, meetings of the committee along with constructively questioning and challenging reports and decisions.

Working with employees - to recognise the Association's duty of care as an employer, recognising EMT's responsibilities for management and supervision and ensure appropriate succession planning is in place for the members of the EMT.

Strategic leadership - to help develop the mission, corporate plan, business strategies and key policies while upholding and demonstrating the values. To set and monitor objectives, performance targets and benchmarks for the business.

Good governance – to ensure legal and regulatory compliance, the integrity of financial information and to ensure robust frameworks are in place for financial planning, management of risk, internal controls and the safeguarding of assets, compliance and reputation of the organisation.

Person Specification

Greatwell Homes expects every member of the Customer Assurance Committee to have, or be willing to work toward having, the following attributes:

- A commitment to customer involvement and scrutiny; and good governance
- A passion for the services provided by Greatwell Homes
- A commitment to Greatwell Homes' vision and values
- The ability to think strategically about the services delivered by Greatwell Homes to all its customers in all the areas in which it operates.
- To be objective in their approach to reviewing and monitoring services
- To have a good awareness of equality, diversity, and inclusion
- The ability to work with others to achieve shared aims.
- The ability to see beyond their own experiences.
- The ability to constructively challenge and question.
- A commitment to developing their skills and knowledge of the social housing sector.

Behaviours

These are corporate behaviours that our board members sign up to.

1. Inclusion

- Be open-minded – encourage difference.
- Listen to and value each other's contributions.
- Give space to different styles.

2. Collaboration

- Good quality constructive challenge and debate: not just approval
- Read the papers, research and prepare questions including asking in advance

3. Kindness

- Respect each other
- Support each other.
- Check our egos – we're all human

4. Customer Focus

- Listen to and reference the customer voice (including those that are hard to hear) – stay connected to the community.
- Check the impact of the previous decision-making, learn from the past and link to the corporate plan.

8. Application Process

Thank you for your interest in this post. To apply you should send:

- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than two pages.
- The declaration form.

You should submit your application via email to hr@greatwellhomes.org.uk

Applications must be received by 12 Noon on Monday 16th September 2024.

If you would like to discuss the role with a current Board Member or staff member, please contact our HR team on 01933 234492 who will arrange for a return call .

Closing date:

12 noon on Monday 16th September 2024

Short Listing:

Applications will be shortlisted by Wednesday 25th September 2024.

Interviews:

Shortlisted candidates will be invited to interview via online video call week commencing 30th September 2024. The interviews will be conducted by a Board Member, a member of the Customer Assembly and an Executive Director.

Formal Appointment: Approved at Board on 5th December 2024