

# Board Member Vacancy Information Pack

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## INTRODUCTION

This information pack has been prepared to give individuals who may be interested in becoming a Board Member of Shropshire Towns and Rural Housing (STAR Housing) a better understanding of what is involved. Becoming a Board Member represents a real and exciting opportunity to help shape the future of social housing and regeneration in Shropshire.

STAR Housing are looking for two Board members one with experience of business and IT transformation and one with neighbourhood management and customer engagement experience.

## ABOUT STAR HOUSING

STAR Housing is a Council Housing Company also known as an Arm’s Length Management Organisation (ALMO), which is responsible for managing around 4,100 Shropshire Council owned homes in the Bridgnorth and Oswestry areas.

### Our Vision

 *“Vibrant communities are achieved by listening to our customers and giving them quality homes”*

### Our Values

### We’re always think of new, innovative ways to work

We don’t want to stand still; we want to welcome new ideas. We will challenge ourselves to think differently and be innovative. We want the people who live and work in our communities to get outstanding services and communities.

* **We’re honest, accountable and transparent in everything we do**

We are committed to being open and honest, and will hold ourselves and others to account. We will use our resources in areas that people have said are a priority. We know there are difficult decisions to take, we will address these issues and explain how we reach our conclusions. We will consult and listen to residents before we address issues and explain how we reach our conclusions.

* **We’re sustainable and responsible**

If we promise something we will deliver it. We will always stand by our actions and be accountable. We will listen to all of our customers and be non-judgemental in our approach.

We recognise that we work in a challenging economic environment that makes us more determined to ensure our money and people are used in the best possible way. We will be organised but flexible and provide a professional service that provides value for money.

* **We put our customers first and listen to their needs**

We will help residents in our communities to be confident and achieve. We will be dependable and reliable and listen to the concerns in our neighbourhoods. We will be welcoming and approachable recognising that everybody is an individual.

* **We support staff to be the best that they can be**

We commit to providing all the relevant training to allow our staff to deliver the best services possible. We also recognise the importance of supporting and encouraging staff to develop their skills and knowledge.

### The role of a Board Member at STAR Housing

The role of Board member is to give expertise and advice to the Board and the Executive team, providing leadership and considering key decisions. They should assist with setting strategic direction of the Company and ensure that STAR Housing delivers quality services to tenants and fulfils the requirements of the contract with the Council. They support the Executive Team in setting the aims and policies for the company and are not responsible for the day to day management.

All Board members are expected to work together as part of a team and the first responsibility is to the wellbeing of the company, not to represent personal interests, the interests of sectional groups or other outside bodies.

There are also four subcommittees that support the work of the Board that are made up of Board Members and Co-optees. All Board Members are expected to attend the main board and the designated sub-committee. The sub-committees are the:

* Finance, Audit & Risk Subcommittee
* Development, Sustainability and Strategic Investment Subcommittee.
* Human Resource and Remuneration Subcommittee
* Customer Services Subcommittee

A full **Statement of Obligations** will be provided as part of the recruitment process.

### The Composition of the Board

The Board is made up of 10 members in total:

* 3 Tenant members
* 5 Independent members
* 2 Council appointees

### **Commitment** Required

Being a Board member will require a time commitment from you. At present Board meetings are held 4 times per year in person during the afternoon. The majority of our meetings are usually held at our Shrewsbury office and are normally held on Mondays. Board members will also be expected to attend our AGM and Board away days, undertake an annual appraisal and participate in any relevant training.

As a Board member, you will be expected to attend Board meetings and be a member of a subcommittee. Subcommittees meet every quarter on Teams.

The agenda and reports for meetings are issued one week in advance via SharePoint.

Meeting dates are being arranged for 2025 and further information will be given following appointment.

### Eligibility to Apply for the Role of Board Member

The following individuals will not be eligible to apply:

* Employees of Shropshire Council.
* People with convictions that could have a detrimental effect on the company’s work and good reputation (for example fraud, theft or antisocial behaviour).
* People who have been disqualified from being a company director, charity trustee or holding positions of public authority.
* People who are an undischarged bankrupt or have made an arrangement with their creditors.
* People who are suffering a mental disorder and either:
	+ admitted to hospital under the Mental Health Act 1983,
	+ or have a court order made relating to the illness or to appoint someone to look after their property or other affairs.

A full statement in relation to the **Disqualification Criteria** will be provided should your expression of interest be taken to the next stage. You will be asked to state that you are not disqualified as part of the application process.

### Skills and Experience Required

A **Board Member Role Specification** can be found at the bottom of this information pack and gives details of the skills and attributes we are looking for.

If selected we will help you to carry out your role effectively, we will make sure that you would receive:

* Appropriate training and information on all aspects of our work and on being a Board Member.
* Copies of all relevant policies and plans.
* Full information on the roles and responsibilities Board Members.
* Board papers and meeting agendas in advance of meetings to give Board Members sufficient time to read them and ask questions before the meeting.

As a Board member, you will be able to develop skills and knowledge in a wide variety of areas, support STAR Housing during a time of transition and improve the services STAR Housing tenants receive.

### Board Members Remuneration

* Remuneration of: £1,500. This is not pensionable and does not imply any employment contract nor other benefit. This payment is optional.
* Out of pocket expenses are paid.
* Course fees and out of pocket expenses are paid for when Board Members attend conferences.
* Child care/carers payments can be paid to enable you to attend meetings and training.

## THE APPLICATION PROCESS

### How do I apply?

If you feel you have the skills, knowledge and experience that we are looking for as a Board Member we look forward to receiving your submission.

Please submit an expression of interest to STAR, including a covering letter and a copy of your CV. Please also include in your letter why you want to be a STAR Housing Board Member. Please note and fill in the declaration that you are not disqualified from Board membership.

Please submit your expression of interest, CV and your preferred area of expertise to HR@starhousing.org.uk

The closing date for applications is **5.00pm Wednesday 23rd October 2024.**

### How are Board Members selected?

We will shortlist eligible candidates that fulfil the Board Member specification and invite them to an interview to discuss your application and why you should be a Board Member.

### How can I find out more?

To find out more please see the **Corporate Plan 2024-27** and the **STAR Housing Governance Strategy**, along with further information about STAR Housing, please visit our website at [www.starhousing.org.uk](http://www.starhousing.org.uk).

If you want to find out more about becoming a Board Member you can also contact Harpreet Rayet, Managing Director, for an informal discussion on 07931 727809.

## Role Description and Person Specification for Board Member – Business and IT Transformation

|  |  |
| --- | --- |
| **Title** | **Board Member Business and IT Transformation**  |
| **Responsible to** | **Chair of the Board** |
| **Responsible for:*** Providing leadership, direction and control to STAR Housing’s strategic direction, policies and vision.
* Provide advice and expertise to the Chair and Chair of the sub committee on business and IT transformation.
 |
| **Remuneration** | **£1,500 per annum** |
| **Term of Office** | 3 years. A period of 3 years with a maximum of 9 years in office |
| **Main responsibilities:*** To provide leadership for the direction and control of STAR Housing.
* To work with other Board members to ensure that the Board operates effectively.
* To ensure that the service is governed correctly in line with its constitutional, statutory and regulatory obligations, its Code of Conduct and best practice.
* To set the short and long-term objectives and strategy for key business and IT transformation policies and proposals.
* To drive the development of the business plan and provide a constructive challenge to the Managing Director and the Senior Management Team.
* To contribute to the review and evaluation of present and future opportunities, threats and risks in the external environment and current and future strengths, weaknesses and risks in the internal environment.
* To ensure all decisions reflect a commitment to Equality & Diversity and Health and Safety.
* To approve key Company policies.
* To attend Board meetings and, where required, Subcommittee meetings.
* To fully prepare for Board/Committee meetings.
* To participate fully in Board meetings.
* To set targets, monitor and regularly review progress on overall performance.
* To fully participate in learning and development relevant to the role of a Board Member.
* To participate in reviews of their own performance and that of the Board.
* To establish and oversee a framework of delegation and systems of control.
* To develop effective working relationships with other Board Members and officers.
* Ensure that the Company meets its legal and moral obligations to its employees, customers and contractors.
* To adopt safe working practices.
* To respect confidentiality of information.
* To lead by example at all times, maintaining the highest standards of Probity.
* To declare any relevant interests and act in accordance with the requirements of the constitution in relation to those interests.
* To provide strategic direction and oversight for business and IT transformation initiatives, ensuring alignment with the organisations overall aims and objectives.
* To provide an expert opinion on IT systems and business processes to provide scrutiny on all aspects of transformation projects.
 |

**Board Member Specification**

|  | *Essential* | *Desirable* |
| --- | --- | --- |
| **Commitment** |
| To develop and be committed to the vision and values  | ✔ |  |
| To uphold the principles of Equality & Diversity | ✔ |  |
| To observe and comply with the Board Code of Conduct | ✔ |  |
| To respect confidentiality of information | ✔ |  |
| To act in the best interests of the company | ✔ |  |
| To be committed to the involvement of tenants in decision making | ✔ |  |
| To be committed to the development of own skills and knowledge | ✔ |  |
| To high standards of governance | ✔ |  |
| To attend and prepare for Board meetings | ✔ |  |
| To excellence in service delivery | ✔ |  |
| To providing services that offer Value for Money  | ✔ |  |
| **Experience** |
| Business & IT Transformation  | ✔ |  |
| Finance and Accounting |  | ✔ |
| Governance  |  | ✔ |
| Legal  |  | ✔ |
| Housing Management  |  | ✔ |
| Asset Management  |  | ✔ |
| Human Resource Management |  | ✔ |
| Knowledge or experience of social housing |  | ✔ |
| Strategic management  |  | ✔ |
| Working in the not for profit sector |  | ✔ |
| Managing organisations |  | ✔ |
| Delivering projects/programmes |  | ✔ |
| Identifying the needs and aspirations of the people in the community |  | ✔ |
| **Skills** |
| Listening and communication skills | ✔ |  |
| Ability to manage personal and corporate relationships | ✔ |  |
| Creative problem solving  | ✔ |  |
| Time management skills | ✔ |  |
| Questioning skills, including the ability to challenge appropriately | ✔ |  |
| Working as a team | ✔ |  |
| Effective networking skills |  | ✔ |
| Analytical skills |  | ✔ |
| Leadership |  | ✔ |
| Ability to use I.T and familiarity with Microsoft packages inc..Word and Excel | ✔ |  |

## Role Description and Person Specification for Board Member – Neighbourhood Management and Customer Engagement

|  |  |
| --- | --- |
| **Title** | **Board Member – Neighbourhood Management and Customer Engagement**  |
| **Responsible to** | **Chair of the Board** |
| **Responsible for:*** Providing leadership, direction and control to STAR Housing’s strategic direction, policies and vision.
* Provide advice and expertise to the Chair and Chair of the subcommittees on neighbourhood management and customer engagement
 |
| **Remuneration** | **£1,500 per annum** |
| **Term of Office** | 3 years. A period of 3 years with a maximum of 9 years in office |
| **Main responsibilities:*** To provide leadership for the direction and control of STAR Housing.
* To work with other Board members to ensure that the Board operates effectively.
* To ensure that the service is governed correctly in line with its constitutional, statutory and regulatory obligations, its Code of Conduct and best practice.
* To set the short and long-term objectives and strategy for key neighbourhood management and customer engagement polices and procedures.
* Monitor the delivery of the Neighbourhood and Community strategy.
* To drive the development of the business plan and provide a constructive challenge to the Managing Director and the Senior Management Team.
* To contribute to the review and evaluation of present and future opportunities, threats and risks in the external environment and current and future strengths, weaknesses and risks in the internal environment.
* To ensure all decisions reflect a commitment to Equality & Diversity and Health and Safety.
* To approve key Company policies.
* To attend Board meetings and, where required, Subcommittee meetings.
* To fully prepare for Board/Committee meetings.
* To participate fully in Board meetings.
* To set targets, monitor and regularly review progress on overall performance.
* To fully participate in learning and development relevant to the role of a Board Member.
* To participate in reviews of their own performance and that of the Board.
* To establish and oversee a framework of delegation and systems of control.
* To develop effective working relationships with other Board Members and officers.
* Ensure that the Company meets its legal and moral obligations to its employees, customers and contractors.
* To adopt safe working practices.
* To respect confidentiality of information.
* To lead by example at all times, maintaining the highest standards of Probity.
* To declare any relevant interests and act in accordance with the requirements of the constitution in relation to those interests.
* To provide strategic direction and oversight for neighbourhood management and customer engagement initiatives, ensuring alignment with the organisations overall aims and objectives.
* To provide an expert opinion on how to manage community issues and improve services delivery.
 |

**Board Member Specification**

|  | *Essential* | *Desirable* |
| --- | --- | --- |
| **Commitment** |
| To develop and be committed to the vision and values  | ✔ |  |
| To uphold the principles of Equality & Diversity | ✔ |  |
| To observe and comply with the Board Code of Conduct | ✔ |  |
| To respect confidentiality of information | ✔ |  |
| To act in the best interests of the company | ✔ |  |
| To be committed to the involvement of tenants in decision making | ✔ |  |
| To be committed to the development of own skills and knowledge | ✔ |  |
| To high standards of governance | ✔ |  |
| To attend and prepare for Board meetings | ✔ |  |
| To excellence in service delivery | ✔ |  |
| To providing services that offer Value for Money  | ✔ |  |
| **Experience** |
| Neighbourhood Management  | ✔ |  |
| Customer Engagement | ✔ |  |
| Finance and Accounting |  | ✔ |
| Governance  |  | ✔ |
| Legal  |  | ✔ |
| Housing Management  |  | ✔ |
| Asset Management  |  | ✔ |
| Human Resource Management |  | ✔ |
| Knowledge or experience of social housing |  | ✔ |
| Strategic management  |  | ✔ |
| Working in the not for profit sector |  | ✔ |
| Managing organisations |  | ✔ |
| Delivering projects/programmes |  | ✔ |
| Identifying the needs and aspirations of the people in the community |  | ✔ |
| **Skills** |
| Listening and communication skills | ✔ |  |
| Ability to manage personal and corporate relationships | ✔ |  |
| Creative problem solving  | ✔ |  |
| Time management skills | ✔ |  |
| Questioning skills, including the ability to challenge appropriately | ✔ |  |
| Working as a team | ✔ |  |
| Effective networking skills |  | ✔ |
| Analytical skills |  | ✔ |
| Leadership |  | ✔ |
| Ability to use I.T and familiarity with Microsoft packages inc. Word and Excel | ✔ |  |

**Please ensure that you state how you meet the essential and desirable criteria in the application**