



Homes and Places Committee Independent Committee Member

Recruitment pack

Join

Our

Team

Who we are

You might think of Yorkshire Housing as ‘just’ a housing provider, but we’re so much more than that.

We’re here to make a positive difference in people’s lives. So, as well as owning and managing nearly 20,000 homes (and counting) across Yorkshire, we also:

- Offer money and tenancy coaching
- Help older customers live at home independently
- Adapt homes to match the needs of our customers
- Carry out repairs and replace items before things go wrong
- Provide antisocial behaviour support.

Our Values

Our values describe what matters most to us, and what our colleagues should expect from each other. All our colleagues are expected to show how they support and live up to these values in their work.



Create trust

Do the right thing, not the easy thing • Be honest and open • Do what you say.



Be curious

Think differently • Ask questions • Keep learning.



Make it happen

Own it • Do it • Be empowered.



Achieve impact

Do things that matter • Deliver results • Show pride and passion.



Have fun

Enjoy work • Be yourself • Stay connected.

Our customer promise and vision...

We want to make it possible for people to have a place they're **proud to call home**. That's the reason we get out of bed every morning. We want to be people's number one choice when it comes to renting or buying a home in Yorkshire.

We're a landlord who cares, and that means more than just putting a roof over people's heads. Home should be a place where people can thrive. So we offer personalised services for customers who need it and make sure we listen to customer feedback so we can continually improve what we do.

“ Our vision is to be the UK's best housing provider. That's pretty ambitious right? ”

We believe that our vision should 'scare us a little, but excite us a lot', and no-one feels inspired by aiming for just good enough! We want to lead the way and be known for great services, innovation, customer and colleague experience.

Our aim to be the best covers all parts of our organisation and works for all housing types whether that's social rent, market rent, shared ownership or market sale. Being bold on this also helps us to attract and keep the best talent. Because talented people don't want to be average.

Our priorities

We launched our shiny new Business Strategy in February 2023. It sets out our three priorities over the next few years to take us towards our vision.



1. Customer obsessed

Improving our customers' and colleagues' experience.



2. Homes and places to be proud of

Creating places people are proud to call home.



3. Pre-emptive

Our game-changing shift to dealing with issues before they happen.

To do this, we're thinking differently (innovation is our thing!) and investing in our digital infrastructure so we can offer more and get the best results for our customers.

We're improving our data so we can make better, smarter decisions and reflect the diverse needs of our customer groups.

We're well on our way to achieving our target of building 8,000 new homes across Yorkshire – focusing on energy efficiency, sustainability and affordability, as well as smart tech to support our drive to pre-emptive services.



How we work

We're also obsessive about creating the right climate and culture for our 800+ people to thrive at work.

If we get it right for our colleagues, they'll get it right for our customers.

Our Hub, Home and Roam approach to work helps to set us apart – we offer choices in where, when and how our people work and we've ditched the 9-5 in an office mentality.

We prioritise investing in our people, creating an inclusive environment, supporting colleague wellbeing, and making Yorkshire Housing a fun, friendly and vibrant place to be. It helps us to recruit and keep the best people.

And, our efforts don't go unnoticed. Our brand helps to attract new business partnerships and build on our current relationships.

Read our latest [annual reports](#) and our [investors page](#) to get an idea of where we're at and how far we've come.



Meet our Homes and Places Committee

Here's our existing Homes and Places Committee, but we're looking for a new member...



Leann Hearne

Vice Chair of the Board and Chair of the Homes and Places Committee.



Ian Costigan

Board Member and a Member of Homes and Places Committee and Growth and Investment Committee.



Sarah Atta-Nugent

Board Member and Member of Homes and Places Committee.



Juliana Bell

Independent Committee Member.



Phil Cooke

Customer Member and Chair of our Customer Voice and Review Committee.



Could this be you?

We've got a vacancies available, read on to find out more!

So, now you know who we are, our business priorities and our Board, it's time to meet our [executive team](#) and learn more about our [governance structure](#).

Company structure



Purpose of the role

The Homes and Places Committee, will receive assurance from the Customer Voice and Review Committee, which will carry out a number of responsibilities to ensure that the voice of the customer is heard in relation to the performance of key customer services and service planning.

The Committee provides assurance to the Yorkshire Housing (YHL) Board that the customer voice is being heard through the delivery of two key strands of the Business Strategy - Customer Obsessed and Homes and Places to be Proud Of.

Homes and Places Committee Members are accountable to the Chair of Homes and Places Committee. They are expected to maintain good relationships with other Committee and Board Members as well as the Executive Team and other key members of YHL as well as external stakeholders particularly customers and regulators.

Committee Members will be expected to provide constructive support and challenge to the Executive.

Committee members will work with the Board and Committee colleagues to uphold the Group's vision and values and to fulfil the role of the Committee as set out in its Terms of Reference.



Key responsibilities

Individual duties

- Prepares for and attends Committee meetings, making an active contribution to discussions and decision-making.
- In the event of unavoidable absence from a meeting, provides comments and questions in advance on the relevant papers to the meeting Chair.
- Acts in accordance with the constitution of the organisation.
- Upholds and promotes the values, core policies, objectives and performance, of the organisation.
- Provides leadership on equality, diversity and inclusion matters ensuring this is reflected in all that the organisation does.
- Provides leadership on ethical matters, seeking to adhere to the chosen code of governance, upholding best practice, role modelling good governance behaviours and respecting confidentiality.
- Works together with Board and Committee members to ensure the strategy is delivered and to oversee policies delegated to the Committee by YHL Board.
- Participates fully in reviews of the Committee performance, including individual, collective, Chair and peer assessment.
- Attends learning and development events / completes E-Learning agreed as appropriate for all Committee Members and those agreed as necessary for individual development objectives.
- Keeps up to date with sector matters.
- Develops and maintains good working relationships with Board, Committee and Executive members.
- Represents the organisation, acting as an ambassador and upholding its reputation.

Time commitment

Time Commitment - We hold 4 Committee meetings a year which are a mixture of in person and Teams meetings. There is also an annual Strategy session in December for all Board and Committee members which takes place in person in Yorkshire. We also hold other briefing sessions and workshops. The time commitment for this role is approximately 1 day per month which includes preparation and attendance time.

Remuneration

£4,750 pa plus expenses.

What we're looking for

Knowledge and experience

To help us deliver our Business Strategy we are looking for someone with a background in the Housing Sector and experience in risk, performance management and an interest in customers. Experience or an understanding of consumer regulation in the housing sector or complaints is essential.

Are you who we are looking for?

We are looking for someone who is passionate about our social purpose and wants to help us become the UK's best housing provider. You don't have to have previous Non-Executive experience but you do need to show you can stay strategic.

It's also important to us that you:

- Believe you can help us become the UK's best housing provider
- Have a passion for our social purpose
- Are customer obsessed.



What we're looking for

Core competencies (continued)

Leadership:

- Understands the role of governance in not for profit sectors and the workings of a highly regulated sector.
- Is knowledgeable about the regulatory environment in which Yorkshire Housing operates and of the expectations of the Regulator, and takes the wider strategic context of the organisation into account in debate and decision-making.
- Is able to actively monitor and drive organisational performance, supporting others to achieve the highest standards of corporate governance, scrutiny, legal and financial responsibilities.
- Understands and applies in practice the distinction between executive and non-executive board roles.

Embracing change:

- Plans for, adapts to and works with a variety of situations, individuals and groups. Has a positive attitude to change and identifies opportunities to improve performance.
- Assesses risk and promotes risk awareness without being risk averse.

Communicating and influencing:

- Thinks and communicates constructively, critically, objectively and clearly.
- Can express views succinctly and effectively in a formal Board/Committee meeting environment making reasoned and thought-through contributions.
- Can challenge constructively while respecting the roles, views and feelings of others.

Team-working:

- Contributes to forming a consensus with other Board Members when involved in decision making and influences through persuasive discussion and sticking to discussing the matter at hand.
- Builds trust and respect from fellow Board Members, senior staff and stakeholders.

Works efficiently and effectively:

- IT literate and comfortable with handling, analysing and prioritising large amounts of complex data.
- Makes reasoned judgements, while remaining accountable for the collective decision making of the Board.
- Is able to analyse performance, financial and other information.

What you'll bring

Attributes we're looking for:

-  A commitment to social housing, the development of new homes and empathy with the aims, objectives and values of the organisation.
-  A commitment to balancing the interests of current and future customers.
-  Upholds the values and objectives of the organisation and its core policies, including those for equality and diversity.
-  Positively promotes and enhances the good name of the company and embraces strict probity rules such as declaring all conflicts of interest and significant changes in personal circumstances that impact Yorkshire Housing.
-  Keeps up to date with sector related issues and those specific to area of expertise.
-  A high degree of probity and integrity.
-  Treats information gained as a Committee member in confidence.



Wow! That's a lot of stuff,
but we know you've got this.

How to apply

To apply please [click the link here](#)

This will take you to our state-of-the-art recruitment platform giving you a personalised application process and access to your own candidate portal. In only a few short steps you will be able to submit your application for the role!

Please submit your application no later than **Midnight on Wednesday 4th December 2024.**

Any queries regarding the position or the process, please also contact recruitment@yorkshirehousing.co.uk and we'll get back to you as soon as we can.

To see the job advert and other documents, please [click here](#).

Timeline:



Closing date:

Midnight on Wednesday 4th December 2024.



First stage interview:

Wednesday 18th December 2024.



Final panel interview:

TBC.



Write to us:

The Place
2 Central Place
Leeds
LS10 1FB

Telephone: 0345 366 4404

Email: enquiries@yorkshirehousing.co.uk

www.yorkshirehousing.co.uk