



Plymouth Community Homes RESIDENT BOARD MEMBER RECRUITMENT PACK

September 2023

WE'RE LOOKING FOR A NEW RESIDENT BOARD MEMBER



Plymouth Community Homes is looking for an individual who shares our values to join our team as a Board Member.



**Remuneration
£6174 per year**

We own around 16,000 quality, affordable homes as well as commercial premises in and around Plymouth and employ almost 650 members of staff. Our service to residents and customer voice are at the heart of what we do, as we move our development plans forward to build more homes for those who need them.

But we're much more than a landlord and builder of new affordable homes - we're all about doing the right thing...

We are looking for a resident to join our board as we know how important it is to have people with lived experience of PCH services and communities in our decision-making process. In addition to the unique skills you will bring we are looking for board members who are comfortable using digital services such as online meetings and reading papers electronically. We are looking for one individual with the following skills:

- Questioning and constructive challenge
- Collaboration and teamwork
- Listening, understanding and communicating
- Evaluation and problem-solving

We also value people who are team players with the ability to question and offer constructive challenge whilst working collaboratively to support the collective Board decision process. We want to hear from you if you are good at developing relationships, offering ideas, spotting opportunities and understanding implications and risk.

You do not need to have experience of working with or being part of a Board - we will provide full training and support to develop your skills.

We have a strong commitment to equality, diversity, and inclusion by understanding the diverse views and needs of our communities. We are keen to encourage applications from underrepresented groups to our board, this includes young people, ethnically diverse backgrounds and people with disabilities.

If you have an absolute commitment to our core values, as well as a passion for social housing and the real difference it can make to people's lives, then this role is for you.



For a recruitment pack see our website or call 01752 388364 to learn more.

The closing date for applications is Friday 10th November 2023 and interviews will be held in early December 2023.



Being a Board member

Our Board members are people from all walks of life who are interested in social housing and share our values: Care, Respect, Listen and Do the right thing.

The Board are responsible for the good running of the organisation and setting the strategic direction; the day-to-day operations are delegated to the Executive Team.

The Board is made up of 12 people from different backgrounds with a variety of skills, knowledge and experience; collectively they make decisions about what PCH does, make sure we deliver what we promise and improve the services we provide.

Being a Board member will give you the opportunity to use and develop your existing skills, knowledge and experience whilst giving something back to the community.



The practicalities

Currently we pay our Board members a fee of £6,174 a year. The fee is subject to tax and national insurance deductions. We can arrange independent advice for anyone that wishes to know what the impact of the fee could have on their income or receipt of payments from the Department of Work and Pensions. We can reimburse you for expenses such as childcare or professional care for elderly, sick or dependent relatives. However, we do not pay for travel to meetings, as this is included in the fee.

Board members are appointed for a 3-year term which can be extended to a maximum of 6 years.

We provide online papers for Board and Committee meetings a week in advance. Meetings are held in person at Plumer House in Plymouth and virtually using Microsoft Teams. You will need to be comfortable working online/virtually and we can provide you with a device if needed. You need to be able to attend some meetings here in Plymouth in person.

Executive Team and other members of staff attend meetings to present their reports and take questions.

There are currently 6 Board meetings a year that take place on a Thursday at 5pm. Board members are also members of a Committee or Subsidiary Board; they meet around 4 times a year on other days of the week. Additionally, Board members are asked to attend Board Briefings and training sessions, to gain a further understanding of different subject areas, and Board Away Days.

We tailor your Board member induction and training just for you based on your skills, knowledge and experience. We estimate that the average time commitment involved for meetings, training and preparation will be around 2 days a month.

Your application

We are looking for one individual with the following skills and attributes to join our Board:

- Questioning and constructive challenge
- Collaboration and teamwork
- Listening, understanding and communicating
- Evaluation and problem-solving

Your motivation and willingness to learn and participate are as important as the skills, knowledge and experience you bring.

We have a strong commitment to equality, diversity, and inclusion by understanding the diverse views and needs of our communities. We are keen to encourage applications from underrepresented groups to our Board, this includes young people, ethnically diverse backgrounds and people with disabilities.

If you think this is a role for you – then here's how to apply:

Recruitment pack – Before applying, read this recruitment pack and take a look at our annual report and corporate plan.

Information Session – We will be hosting an information session about the role at Plumer House the week commencing 30th October 2023.

Application – There will be an application form to complete and submit by Friday 10th November 2023. To ensure our Board member opportunity is reaching a wide and diverse audience you will also be asked to complete a Diversity Monitoring Form.

Shortlisting and Observing a meeting - Your application form will be carefully considered by a shortlisting panel. If you are successfully shortlisted, you will be given the opportunity to observe the next PCH Board meeting on 23rd November 2023. This is a great opportunity to see first hand what being a Board member is all about; you can meet the current members and have a chance to ask questions about the role.

Interview – After observing the Board, we will check that you want to continue with your application and you will be invited to an informal interview in early December 2023 with a recruitment panel which will include the Chair of the Board, Valerie Lee.

For an informal chat about this role, please contact Leanne Eastwood on 01752 388364.

Please be assured your application will be treated with the strictest confidence.





About Plymouth Community Homes

We are Plymouth's largest social housing landlord with over 16,000 properties providing affordable homes to over 35,000 people in Plymouth – in a nutshell - people are at the heart of everything we do!

As well as affordable rent, we also offer shared ownership homes and are part of some of the largest housing regeneration projects in the South West, including the North Prospect regeneration programme.

We don't just own homes, we are also a commercial landlord with over 170 shops across the city with our head office at Plumer House serving as a business hub for long term business tenants.

In addition, we own and manage a regeneration company and energy company, contributing to the wider offer we can make to our customers.

We've got big plans with ambitions to develop 1,000 more homes by 2025 within Plymouth and the wider travel to work area.

We have a 650 strong workforce to help achieve our ambitions. In 2021 we were delighted to have our Gold Accreditation for Investors in People re-confirmed as we continue to be an employer of choice. We were praised for creating sustainable successes with decisions being made with a clear understanding of the impact on the external environment. Additionally, we were highlighted for having a workforce who always live PCH's values and behaviours.

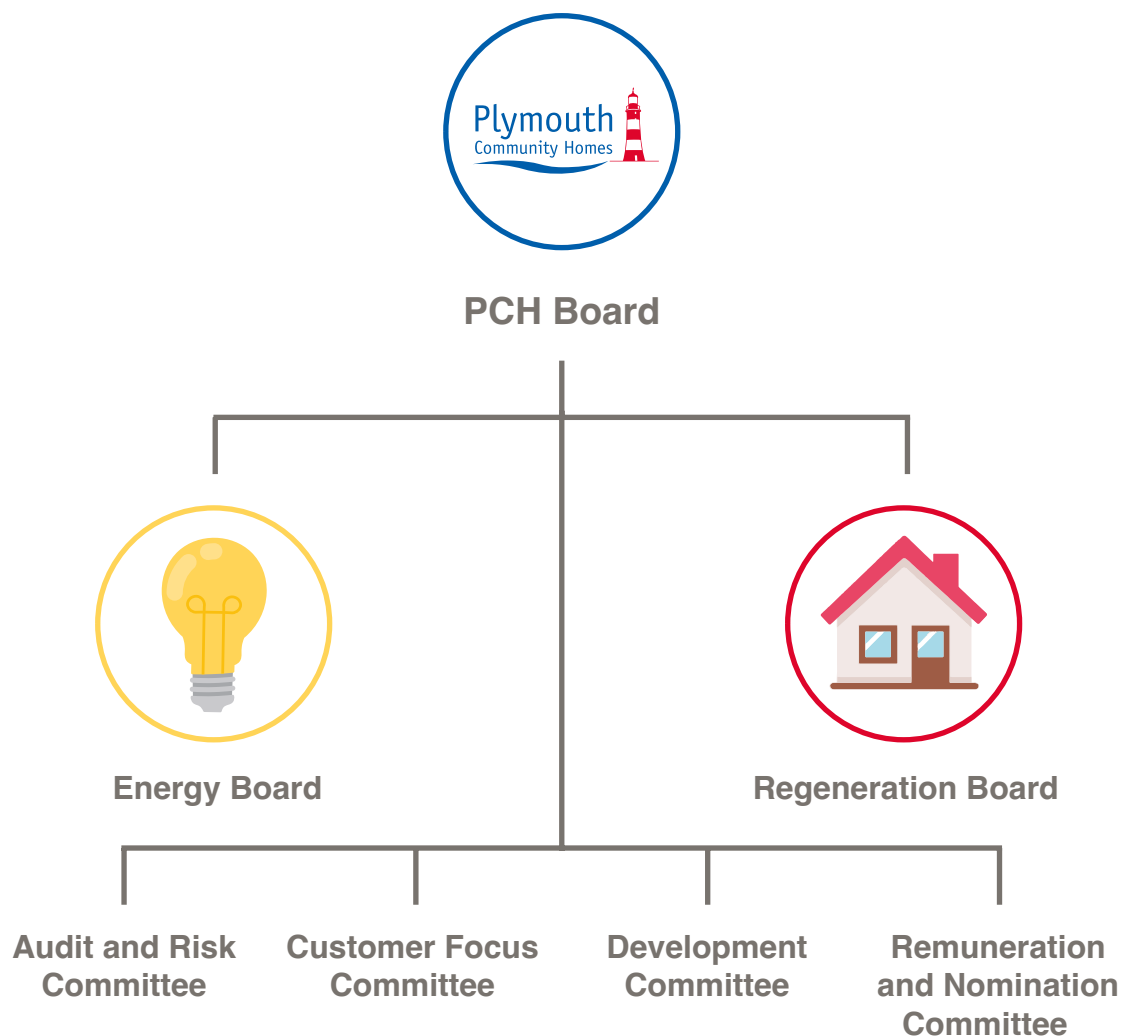
We were also shortlisted for 2022 'Landlord of the Year' in the national social housing awards and were 'highly commended' for our commitment to communities and residents.

The Regulator of Social Housing reviews our strategic approach each year and we received G1/V2 for Governance and Financial Viability.

By achieving our ambitions, we can make a real difference to the lives and communities of Plymouth.

Our Structure

The PCH Board is well balanced with a mix of independent, tenant and Council members who have the skills, knowledge and experience to take the organisation forward. The Board has set up Committees and Subsidiary Boards to help govern the organisation:



PCH Energy Board (subsidiary company) – supports energy conservation initiatives that benefit PCH tenants, initially through the ownership of photo voltaic panels on PCH properties.

PCH Regeneration Board (subsidiary company) – supports the delivery of the PCH Development Strategy by generating surpluses from open market sales through joint ventures, direct contracts and other projects.

Audit and Risk Committee – monitors internal and external audit matters, risk management, fraud prevention and detection, and internal controls.

Customer Focus Committee – ensures excellent services are provided by PCH to residents.

Development Committee – agrees and oversees the implementation of the PCH Development Strategy and programme.

Remuneration and Nomination Committee – oversees the Board recruitment and succession plan, and reviews salaries and pay award proposals.

Board Responsibilities and Board Member Role

The Board, as a whole, is responsible for supporting the Chair and the rest of the Board in delivering its core responsibilities, which include:

- Setting the strategic direction and objectives in accordance with PCH's values and vision
- Ensuring PCH has plans and financial resources consistent with its strategic objectives
- Ensuring the key risks are identified, monitored and managed
- Overseeing the appropriate financial and management controls, including approving the budget and accounts
- Monitoring performance in relation to agreed plans, objectives, budgets, etc
- Ensuring PCH maintains effective relationships with residents and other customers, and key stakeholders, including staff and the Regulator of Social Housing
- Ensuring PCH's affairs are conducted solvently, lawfully and in accordance with accepted standards of best practice and propriety, taking key decisions and ensuring the effective working of the Board

Individual Board members responsibilities include:

- Preparing for and attending Board and Committee meetings, and other events such as away days, learning and development, conferences and briefings
- Committing to membership of at least one Committee or subsidiary Board
- Representing the Board on internal matters such as complaint panels
- Representing PCH at external events
- Respecting confidentiality
- Adhering to the adopted codes of conduct and governance
- Declaring any relevant interest as required by legislation and in accordance with the adopted codes
- Taking part in an annual appraisal with the Board Chair
- Establishing strong working relationships with other Board members, the Chief Executive and other senior staff
- Keeping up to date with changes in the housing sector

- Ensuring a commitment to equality, diversity and inclusion

The person specification for the Board member role includes these core qualities and attributes:

- A commitment to the vision, values, strategic goals and objectives of PCH
- The ability to question and offer constructive challenge
- Working collaboratively and as part of a team
- Championing appropriate behaviour and respecting others
- Offer ideas, spotting opportunities and innovating
- Understanding implications and risks
- Determining key issues, understanding information presented and offering an original perspective
- Persuasive, willing to express opinions that contradict those of others, compromising and supporting the collective Board decision process

Strategic Business Plan

2023 - 2028





Meet our Board



Valerie Lee, Chair of the Board

Valerie hails from Plymouth and has enjoyed a successful career in the retail sector for more than 30 years, and leading large-scale transformation programmes. She has been an integral part of the PCH since joining in September 2020 and has recently been appointed a chair of the PCH Board.

In addition to serving on the Board of PCH, Valerie also holds non-executive positions as Chair of the Circadian Trust, Associate Non-Executive Director at University Hospitals Plymouth (UHP) NHS Trust, Chair of the Future Hospital Committee at UHP and Chair of the new Integrated Care Partnership between the NHS Trust and Livewell Southwest.

Valerie's experience as a non-executive and Board member has led her to see the benefit in partnership working across the city, to help address some of the broader issues faced in health, wellbeing and social care.

"I joined PCH because I am passionate about supporting businesses that strive to improve the health and wellbeing of local communities across the South West. I have real admiration for the team at PCH, the culture, and the commitment to great customer service. At PCH, there are always opportunities to learn and there is a real genuine desire to hear the voices of residents and customers. The culture is also one of psychological safety, where those ideas are welcomed."



Peter Nourse, Vice Chair

Peter is a highly experienced housing professional and leader, having served on Housing Association and ALMO boards for over 15 years, and as Chair of the Quality of Existing Homes Group for the National Federation of Housing. Peter has also held several senior executive roles including as a Corporate Director of a local authority in the South West and most recently as Director of Assets at Clarion Housing Group which is the UK's largest Housing Association.



Debbie Roche

Debbie, who is also a PCH resident, is a former Plymouth City Councillor and health and social care lecturer. Debbie is involved with the Devonport Community Land Trust and sits on the Housing Ombudsman Resident Panel. Debbie says "it's really important we monitor the services that make people's lives better. Our business is residents. We mustn't forget who our customers are."



Emma Lovett

Emma is a qualified accountant and has worked in several different industries including Retail, Housing and most recently global Supply Chain Management, in a career spanning 30 years. She has experience of systems implementation, business transformation, and raising finance.



Lavinia Porfir

Lavinia was born in Romania and is a PCH resident. Lavinia works at Plymouth and Devon Racial Equality Council as a Community Engagement Worker and Advocate. “I really believe that PCH is part of the wider community and part of Plymouth as a city. I am really happy to be part of this story. From the moment I approached PCH, I felt the professionalism and dedication of the people who work here. The future of PCH looks brilliant and I want to make sure PCH continues to adapt to new housing requirements and continues to offer great service that people want and can afford.”



Liz Nicolls

Liz has worked for the Greater London Council and with Housing Ministers on affordable housing policy. Liz has also worked with London & Quadrant Housing and has been a Board member for another housing association. “With PCH now developing homes in Plymouth’s travel to work area, we’re showing we’re not just about maintaining standards for existing tenants, we’re also securing homes for the future, for people who may not live in the city, but may work here. It shows PCH is a big part of the city’s economy”. When she’s not fully occupied with work, running her B&B, she also volunteers with Shekinah Mission.



Julie White

Julie White is a chartered surveyor and member of the Royal Institute of Chartered Surveyors with experience in development, construction and property management across the private and public sectors. Julie is a Fellow of the Faculty of Building and a corporate member of the Chartered Institute of Housing. She is the former Chief Executive of Tamar Housing Society and co-founder of the new right-to-own tenure Rentplus. She is a trustee of the Kingsbridge charity Feoffees. “I am committed to providing more homes, as many as we can, for people who need them. Without a home, it’s hard to access anything – employment, schools, healthcare.”



Maja Jorgensen

Maja Jorgensen started her career as an urban designer, best describing it as halfway between architecture and planning. She later went on to work for charities that empowered communities through design, giving them a say in new developments. Maja joined the PCH Board in May 2022. “I have a diverse background having worked with many different people across different sectors and am super excited about future developments in Plymouth. I believe new housing developments should weave the community in and around them, making the most of insights from local people. Neighbouring residents of new housing schemes should always have a say and I want to encourage this in my role with PCH. New developments can become positively embraced, if you work with the community.”



Jill Gregg

Jill Gregg is a Fellow of the Chartered Institute of Housing with experience and knowledge in the housing and development sector. She has held senior positions in a number of housing associations and is the former Executive Director of Development and Commercial at Westward Housing. She is also a Non-Executive Director for Torvista Homes- she is also the Chair of the PCH Regeneration Board.



Sally Haydon

Sally Haydon has been the ward councillor in St Budeaux for 16 years. During this time, she was a Cabinet member responsible for customer focus and community safety which dealt with anti-social behaviour and environmental safety including fly tipping. She is currently a Shadow Cabinet member for Regulatory Service, Crematoria, Leisure, Events and Tourism.



Tasawar Nawaz

Tasawar Nawaz joined the Board in May 2022. He is a Lecturer in finance at Plymouth University with an interest in Risk Management, and specialist knowledge in sustainable business practices.



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