

# Role Profile & Person Specification

Heylo Housing Group Limited  
Limited (HHGL) Board Member and  
Senior Independent Director (SID)



## Reports into

Chair of the HHGL Board

## Role Purpose

This role plays a pivotal role in the governance and leadership of the organisation in conjunction with other members of the Board, to ensure that heylo is managed and controlled appropriately, maintains its financial viability, and works within the requirements of the law, regulation and its funding bodies.

The HHGL SID will work with the HHGL Chair to establish a constructive working relationship with and provide support for the Executive, act as a sounding board for the Chair and be available to other non-executives to address any concerns or issues they feel have not been adequately dealt with by the Chair.

In the absence of the HHGL Chair, the SID will fulfil the formal functions of the Chair, including presiding at meetings of the HHGL Board and any of its committees, acting as an ambassador and spokesperson for heylo, representing it to stakeholders as appropriate and adding value to the business by contributing experience, expertise and insight to determine strategy, direction and control in the interests of tenants, stakeholders and the wider community.

The HHGL SID will also be a member of the HHGL Board, contributing to the activities of the Board in ensuring heylo has a clear vision, strategic direction and objectives and that the Board focuses on organisation performance, financial sustainability and the highest standards of corporate governance.

## Key Responsibilities and Accountabilities

The responsibilities of all HHGL Board members include:

- Actively contributing to the leadership, direction, and effective control of heylo.
- Working constructively with other board and executive colleagues across the Group to achieve heylo's strategic objectives.
- Promoting and upholding heylo's values.
- Representing heylo to a range of external stakeholders as appropriate

The HHGL SID also:

- Assumes the role of the HHGL Board Chair in the absence of the Chair.
- Works with the Chair, establish a constructive working relationship with, and provide support for, the Group Chief Executive.
- Acts as a sounding board for the Chair, and more generally provides support to the Chair.
- Is available to other non-executives to address any concerns or issues they feel have not been adequately dealt with by the Chair.
- Leads on the annual review of the Chair's performance; liaising with the other NEDs to assess the Chair's performance and report back to the Chair and the Board.

- Where there is a serious difference of view between the Chair and CEO, the SID can intervene, identifying the issues that caused the rift and trying to mediate and build a consensus.
- Makes themselves available to shareholders to address any concerns they may have which they feel have not been adequately addressed by the Chair.

## Person Specification

The successful candidate will be a dynamic, entrepreneurial, and communicative leader, capable of winning trust, and give evidence to show that they have the following attributes:

- Effective listening and communication skills
- Constructively contributes to debate and provides positive challenge
- Fosters a culture that enhances commitment, enthusiasm and excellent performance from the staff
- Ability to understand and challenge financial accounts and reports
- Commitment to working to highest standards of honesty and integrity
- Able to take difficult decisions
- Commitment to collective responsibility and positive representation of decisions
- Develop and maintain constructive and supportive relationships with board members, key staff and internal and external stakeholders
- Understand, interpret and scrutinise large amounts of information (including reports, financial data, performance information, etc.)
- Use specialist/technical knowledge to enhance strategic debate and leadership, and to determine and follow appropriate delegations to the executive and operational staff
- Consider views of others and work co-operatively as part of a team
- Commitment to fairness, respect, inclusion, and equality and diversity.

The successful candidate will also bring recent, relevant experience of two or more of the following areas:

- Leadership and working as an effective team
- Direct knowledge of the needs and aspirations of the communities and customers served by Heylo
- General business, financial and management skills
- Knowledge of external framework including financial markets, political imperatives and operating environment for social/affordable housing
- Other relevant or specialist skills, such as commercial, financial, treasury and funding, HR, investment, risk management, legal, regulation, housing management, property management, customer service, asset management, and housing development

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In addition, we look for all non-executives in our group structure to meet all or most of the following competencies/behaviours:

- Strategic leadership;
- Analysis and scrutiny;
- Team working;
- Personal effectiveness, including time commitment;
- Decision making;
- Chairing (for Chair and anyone leading a Sub-Committee);
- Inspire others, to motivate them and secure commitment;
- Able to see the 'big picture';
- Able to understand the role of a profit-making subsidiary within a wider group structure;
- Positive influence on the Board;
- Respect decisions which may not reflect preferred approach;
- Keep up with change in the social housing sector;
- Handle conflict and difficult situations;
- Adopt and maintain an inclusive approach, represent and advocate for the company outside of the boardroom.

## Commitment

Board members are expected to:

- Attend board meetings, any additional board meetings, and board away days devoting sufficient time and energy to heylo business.
- Sit on one or two committees of the board, attend the meetings of these committees and take a special interest in the relevant area.
- Contribute to the direction of heylo by supporting the executive in particular projects or areas on request, e.g. recruitment and complaint panels.
- Participate in training and development.
- Keep abreast of developments in the sector.

A flexible approach is needed to meet business needs with evening meetings or events and occasional weekend commitments. The HHGL Board is currently engaged in a high degree of regulatory engagement and so is meeting more frequently for shorter meetings as required on top of the five annual board meetings. The total time commitment over the next 6 months is expected to be 14-16 days per annum pro-rata, decreasing to 12 days per annum thereafter

## Standard Responsibilities

Adopt and comply with Heylo values, policies and procedures, and regulatory frameworks.

*No role profile can cover every issue that may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described. Duties may be changed, after discussion, to suit the operational requirements of HHGL.*

## Organisational Competencies

We want to make Heylo a great place to work and a great organisation that really delivers for its customers. Our values guide how we work, every day. Everyone within the organisation is expected to demonstrate the following:

- **Innovation** – We will always be striving to improve the quality of our execution to improve our service to our customers and our returns for our business.
- **Results focused** – We enjoy providing affordable housing for highly satisfied customers leading to dynamic growth and sustainable profitability for our business.
- **Collaboration** – We work together as a team and communicate effectively with our partners, customers and stakeholders.
- **Integrity** – We will act with honesty and aim to meet the highest ethical standards in our dealings with our colleagues, customers and stakeholders and in full compliance with our regulatory obligations.
- **Respect** – We support each other and value the contribution and ideas of others.

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# Heylo Housing Group Limited

Find out more about Heylo:  
[heylohousing.com](https://heylohousing.com)



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