

Role Profile & Person Specification

Heylo Housing Registered Provider
Limited (HHRP) Board Member



Reports into

Chair of the HHRP Board

Role Purpose

As part of the Board, this role will oversee and set the long-term strategic direction of HHRP; set the risk appetite and monitor risk; ensure an effective business plan and budget is in place and remains viable; monitor and manage performance through internal controls and delegation and ensure the HHRP Board fulfils its duties and responsibilities for the proper governance of HHRP including compliance.

Key Responsibilities and Accountabilities

The overall purpose of the board is:

- setting and ensuring compliance with the values, vision, mission and strategic objectives of the organisation, ensuring its long-term success;
- setting a positive culture, with strong customer focus;
- ensuring that the organisation operates effectively, efficiently and economically;
- providing oversight, direction and constructive challenge to the organisation's chief executive and executives;
- the appointment and, if necessary, the dismissal of the chief executive;
- satisfying itself as to the integrity of financial information, approving each year's budget, business plan and annual accounts prior to publication;
- establishing, overseeing and reviewing a framework of delegation and systems of internal control;
- establishing and overseeing a risk management framework in order to safeguard the assets and reputation of the organisation;
- ensuring that Heylo meets legal obligations and that the Group's affairs are conducted in accordance with generally accepted standards of performance, probity, financial prudence and good practice;
- seek assurance from management as to the organisation's compliance with the Regulatory Standards of the Regulator of Social Housing;
- maintain overall control and consistency of approach across Heylo through:
 - strong governance arrangements
 - clear and appropriate levels of delegated authority
 - unified frameworks for strategic planning, financial control, risk management, policy making and performance review

Each board member also has a personal responsibility to:

- always act in the organisation's best interests;
- uphold the organisation's purpose, objectives and policies;
- uphold the values of the organisation through high standards of conduct and behaviour and by complying with the organisation's code of conduct, Articles, standing orders and financial regulations;
- contribute to, and share responsibility for, the board's decisions, including its duty to exercise reasonable care, skill and independent judgement;
- act in a fair and professional manner;
- challenge and question in a constructive manner;
- prepare for and attend board and committee meetings, away days, training/development events and other external events as required;
- participate in reviews of board performance and measures designed to develop the board's capacity and effectiveness;
- establish and maintain a strong positive working relationship between the Board, the Chief Executive, key staff and customer groups.

Person Specification

The successful candidate will be able 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 HHRP 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 HHRP.

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.

Heylo Housing
Group Limited



heylo

Information correct at time of publication July 2023

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