

# Role Profile & Person Specification

Heylo Housing Registered Provider  
(HHRP) Board Chair



## Role Purpose

The Chair will provide strategic leadership to the HHRP Board, heylo Group and support the Chief Executive in delivering our vision and strategic objectives.

The Chair will focus on strategy, effective governance and development of the HHRP Board, performance, impact, stakeholder engagement and communication, ensuring the longer-term viability and sustainability of the group, and its compliance with the Regulatory Standards.

## Key Responsibilities and Accountabilities

The HHRP Chair will lead the HHRP Board and Group to ensure:

- That the Group has a clear vision, strategic direction and objectives and is focused on achieving these
- The Board focuses on organisational performance, financial sustainability and on Heylo meeting its corporate aims and objectives
- The highest standard of corporate governance is maintained and all legal and regulatory requirements are complied with, including those of the Regulator of Social Housing.
- The organisation delivers for its customers and grows whilst holding onto its core values
- Effective communication among Board members, between members of the Board and the Executive and with shareholders/stakeholders, and ensure that Board members develop an understanding of the views of major shareholders/ stakeholders
- That the Board fulfil an effective ambassadorial role for the group, and are utilised effectively.

The duties of the Chair will be:

- To formally chair and facilitate Board meetings and attend any subcommittee meetings as agreed
- To determine the agenda for Board meetings, in consultation with the Chief Executive and the Company Secretary
- To authorise action to be taken between Board meetings and approve Board minutes
- To focus on the development of the Board and ensure that the performance of individuals, the Board as a whole and its committees, is evaluated at least once a year
- To meet regularly, support and set the objectives for, and carry out the appraisal of, the Chief Executive
- To support and hold the Chief Executive and top team to account for the overall performance and delivery of the Group's short, medium and long term plans
- To ensure that the Group's mission, values and standards are set and ensure that its obligations to its stakeholders and others, including its regulators, are understood and met. This includes ensuring that the particular finance, services, internal audit and other needs of Heylo Housing RP (as a Registered Provider of Social Housing) are understood and addressed by Group members and subsidiaries

- Review the performance of the Group against its business plan, budget and targets, and, so far as possible, compare this to the performance of its peer group organisations and its plans for continuous improvement
- To establish a framework for approving policies and plans to achieve the agreed objectives
- To represent the Group at the highest level, engaging with key stakeholders, opinion formers and decision makers
- To be an ambassador for the group externally and help build its brand and public image, ensuring an effective regional and national profile in consultation with the Chief Executive
- To ensure that Board members work in accordance with the Board Members' Code of Conduct and that Heylo Housing RP organises its governance so that it complies with the chosen Code of Governance, as approved by the Board for compliance.

## Person Specification

The successful candidate will be a dynamic, entrepreneurial, and communicative leader, capable of winning trust, and will bring:

- A proven track record of strategic leadership as a Non-Executive, ideally a Chair, gained within a large, complex and successful organisation
- A strong track record of chairing, facilitating and developing a Board
- A sophisticated understanding of leadership, management and governance and the respective roles of the Chair, Non Executives and the Executive
- Strong experience of supporting and challenging the Chief Executive and of holding a top team to account
- Successful experience of growth, organisational development and cultural change
- Exceptional communication skills, with the ability to inspire, inform and engage a wide range of audiences
- Demonstrable success in developing, building and maintaining successful relationships
- A broad understanding of the shared ownership market and a strong personal commitment to the mission and values of Heylo Housing
- Independence of thought and judgement
- Intellectually robust with the ability to quickly assimilate and prioritise complex information
- An entrepreneurial outlook with a strong ability to manage risks and make decisions
- Resilient with the ability to handle tensions, conflicts and reach consensus
- An understanding of, and commitment to, the values of accountability, equality, probity and openness

## 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 role is expected to require 12-14 working days a year.

## 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.

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# Heylo Housing Registered Provider

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



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