

Dear applicant

Thank you for showing an interest in becoming a member of the Tower Hamlets Homes Board.

We manage more than 21,000 homes. Our vision is to have thriving, safe, and sustainable neighbourhoods where residents can be proud of their homes, respect one another, and realise their potential.

This is an exciting time for THH. In 2016 we embarked on a major transformation programme to improve the ways that we deliver services to, and the ways that we engage with residents. We are making good progress on this and have seen significant improvements in some areas but we recognise that there is a lot more that we need to do.

One of our Tenant Board Members has recently moved out of the Borough, so we are looking for another tenant to join the Board.

We need exceptional people on our Board to help us realise our ambition and if you believe you could make a real difference to the organisation then please apply.

Ann Lucas

Chair

# What is Tower Hamlets Homes?

Tower Hamlets Homes is an Arms Length Management Organisation (ALMO), a not-for profit organisation that was set up in July 2008 to manage and maintain council homes. Tower Hamlets Homes has one shareholder, the Mayor of Tower Hamlets, but is a legally separate organisation managed by a Board of Directors.

We manage approximately 11,000 public housing tenancies and 10,000 leasehold properties within the borough.

# What is the role of the Tower Hamlets Board?

The Tower Hamlets Homes Board consists of four residents (two tenants and two leaseholders), four Councillors nominated by the Mayor of Tower Hamlets and four independent board members (including the Chair), recruited for their experience and expertise across a variety of fields.

# The role of the Board is to:

Working with the Mayor of Tower Hamlets, set the strategic direction of Tower Hamlets Homes, agree the organisation’s vision, and how it can be achieved;

Monitor and improve the performance and finances of the organisation; agree the budget of Tower Hamlets Homes and ensure that the organisation stays within it;

Set the service priorities for the organisation each year, and monitor their delivery.

# What would be my role as a Board member?

The first responsibility of a Board member is as a Director of the Company [limited by guarantee] which involves ensuring the well-being of the organisation, checking the company is complying with legal and financial requirements, ensuring health and safety, improving services for residents and delivering the Mayor’s priorities. The role is not about representing outside bodies, constituencies or specific estates.

On a more personal level, you will be expected to contribute your particular knowledge and experience to help the Board to make the best possible decisions. This will mean ensuring you have read the papers and thought about what questions you want to ask, a commitment to attend Board (and other) meetings and training sessions and being an ambassador for THH.

# All Board members will be expected to:

* Support Tower Hamlets Homes, its values [see Appendix 2] and its vision;
* Regularly attend meetings of the Board;
* Read papers ahead of the meeting;
* Contribute to debates on matters before the Board;
* Participate constructively in decision-making;
* Take part in additional activities (eg neighbourhood walkabouts, special working groups, interviews, training sessions)
* Be committed to equal opportunities and diversity;
* Share responsibility for Board decisions;
* Keep abreast of developments in public housing and other related fields
* Be clear about any conflicts of interest;
* Treat personal information with complete confidentiality.

Each Board member will be given a copy of the Code of Conduct and a formal letter specifying Board members’ obligations, and you would need to sign a copy to indicate acceptance.

The Board will work closely with the Chief Executive, Executive Management Team [EMT] and – on occasion – other staff. All Board members will be offered support and training.

# How many meetings would I attend?

As a member of the Board, you will be expected to attend monthly meetings and some sub-committee meetings. You will also be expected to attend training sessions and occasional ad-hoc meetings. The location and time of meetings will be agreed by the Board however they are likely to be held in the evening.

You should expect to spend approximately 3-5 hours a month at Tower Hamlets Homes meetings and events and at least a couple of hours a month reading papers and preparing for meetings. The initial period of appointment may involve a marginally higher time commitment.

# Remuneration

Tower Hamlets Homes Board members are not paid, however, legitimate expenses incurred whilst undertaking duties as a Board member will be reimbursed, for example, the cost of transport to and from meetings, child minding and care costs, conferences and training.

# Do I have to live in a Tower Hamlets Homes property to be a resident Board member?

Yes, to apply you must be a tenant in a property managed by Tower Hamlets Homes.

# Who cannot apply?

Company law requires certain conditions to be met. You may not be eligible to be a Board member if:

* You are a member of Tower Hamlets Homes staff;
* You are a Councillor of the London Borough of Tower Hamlets;
* You have been a director of a company which has gone into liquidation;
* You have been convicted of a serious criminal offence (in particular, any offence involving dishonesty or imprisonment or in relation to

the promotion, formation, management or liquidation of a company);

* You are an employee (at a senior level) or a Board member or

Director of a contractor or supplier to Tower Hamlets Council or Tower Hamlets Homes.

- You are in legal dispute with Tower Hamlets Homes / Tower Hamlets Council or have arrears where no agreed repayment plan is in place.

# How do I find out more?

Please contact us on 020 7364 1675 or [contactus@thh.org.uk](mailto:contactus@thh.org.uk).

# How do I become a Board member?

Stage 1: Fill in your application form and return it by 3 May 2019. If you require further information, please contact us on 020 7364 1675 or [contactus@thh.org.uk](mailto:contactus@thh.org.uk).

Stage 2: Short-listing will take place using the criteria set out in Appendix 1

Stage 3: All short-listed applicants will then be invited to attend an interview in the week commencing 20 May 2019. There will be a short exercise as well.

Stage 4: All short-listed applicants will be contacted and told the outcome of their interview.

If you would like an informal meeting with the Chair, Chief Executive and / or an existing Resident Board member, to find out more about what is involved, please contact us on 020 7364 1675 or [contactus@thh.org.uk](mailto:contactus@thh.org.uk).

# Role & responsibilities of Board member

1. **Overall Purpose**

As a Board member, you will work with the other Board members to enable the Board to discharge its responsibility for the overall governance and direction of THH effectively, in accordance with high standards of conduct and probity, complying with all relevant legal and regulatory requirements.

# Main Responsibilities

The Board member is responsible to the Board Chair. The Board member is expected to use his or her expertise to ensure the Board effectively carries out its key tasks of:

* 1. *Strategic planning:* Ensuring that financial and business plans provide a clear and accountable framework for the successful development and delivery of business;

*2.2 Performance*: Monitoring and scrutinising the overall performance of THH ensuring that a clear and accountable framework of financial and

service performance indicators exist for the reporting of performance;

* 1. *Risk and Assurance*: Ensuring that the financial and reputational risks facing THH are recognized and effectively managed, and provide assurance that robust and defensible systems for financial and internal controls;
  2. *Resources*: Making best use of available resources, ensuring that THH operates effectively and efficiently, and delivers continuous improvement

and value for money in the quality of services delivered to residents and

communities;

# Main Undertakings

The Board member has collective responsibility with the rest of the Board to:

General

* 1. Work together to determine the direction of THH and monitor performance to ensure it meets its aims and objectives and the needs of its residents and communities;
  2. Act in the best interests of THH, residents and communities at all times, regardless of any personal, profession, or political interests;
  3. Uphold the values and the core policies of THH, including those for

equality and diversity;

* 1. Ensure that the business of THH is carried out effectively and efficiently and in accordance with high standards of conduct and

probity; including compliance with the recommendations of the Code of Conduct and related guidance from the housing regulator;

* 1. Ensure that appropriate policies, processes, good practice and monitoring mechanisms are in place throughout THH to drive up organisational performance and standards of excellence;
  2. Appreciate, understand and fulfil the Non-Executive’s scrutiny role, as distinct from the Executive’s operational roles;
  3. Declare any relevant interests in accordance with the constitution

and THH’s policies and procedure

* 1. Respect confidentiality of information

Meetings

* 1. Regularly attend and actively prepare for meetings by reading papers and, where necessary, seek clarification in advance
  2. Accept responsibility for keeping their own knowledge about THH and their own particular areas of expertise up to date, including

requesting professional advice, either from senior staff or external sources as and when it is needed; and to attend personal and board

development training activities;

* 1. Contribute positively to debate, decision-making and meetings; and support and share responsibility for decisions once reached;
  2. Ensure that delegation of authority to committees and the Chief Executive and EMT across THH are clear and sufficient to allow the business of THH to be carried out, and

that use of these delegated powers is effectively monitored;

Relationships

* 1. Establish and maintain a constructive working relationship with the Council, Chief Executive and EMT;
  2. Establish and maintain a constructive relationship with other Board members;
  3. Promote the THH values and vision both internally and externally,

and promote the business of THH to key stakeholders, including attendance at appropriate events and meetings;

Reviews

* 1. Positively participate in regular reviews of the performance of the Board to ensure the continuous and effective performance of the Board as a whole;
  2. When necessary, participate in the recruitment of new members when skills gaps are identified and/or when vacancies arise;
  3. Positively participate in any reviews and formal annual appraisals to

ensure continuous and effective performance as an individual Board member;

* 1. Review the Chief Executive’s performance and remuneration, appointment and dismissal (if necessary); monitor and update the

terms and conditions for the employment of the EMT and ensure that the Chief Executive and Executive Team members are replaced in a timely and orderly fashion when necessary;

# Appendix 1:

**Resident Board Member Person Specification**

|  |  |  |
| --- | --- | --- |
| **Qualities** | **Essential** | **Desirable** |
| **Commitment to:** |  |  |
| Sharing the Tower Hamlets Homes values | √ |  |
| Delivering the Tower Hamlets Homes vision and the Mayor’s housing pledges; | √ |  |
| Attending meetings, reading documents in advance of meetings; | √ |  |
| Openness, transparency; equal opportunities and sensitivity to diversity; | √ |  |
| Attending training sessions. | √ |  |
| **Experience** |  |  |
| Working in a team; | √ |  |
| Understand the importance of maintaining confidentiality when necessary; | √ |  |
| Representing views beyond one’s own personal experience | √ |  |
| Thinking about possible risks and how to avoid them; |  | √ |
| Experience of building relationships; | √ |  |
| **Knowledge and skills** |  |  |
| Knowledge of Tower Hamlets, including an understanding of the diverse nature of its  community and the housing issues affecting the  different neighbourhoods THH manages; | √ |  |
| Effective listening and communication skills; | √ |  |
| Ability to ask relevant questions; | √ |  |
| Understand the importance of business planning; |  | √ |
| **Qualities** |  |  |
| Commitment, energetic, enthusiastic, dedication & trustworthy; | √ |  |
| Ability to see the wider implications of specific issues & make tough decisions; | √ |  |
| Willingness to express yours and other people’s views in a constructive way & respect other people’s opinions; | √ |  |
| An understanding of the work THH carries out and the political context it operates in; | √ |  |
| Analytical approach to solving problems; |  | √ |
| **Circumstances** |  |  |
| Time to attend meetings of the Board, committees, away days, conferences etc  (approx. 3-5 hours per month) | √ |  |

# Appendix 2:

**THH Vision and Mission**

In April 2016 we launched, ***Working Together,*** our three year Business Plan for 2016-19. In it we set our new vision and mission:

***Thriving, safe, and sustainable neighourhoods where residents can be proud of their homes, respect one another, and realise their potential.***

We will continue to work with residents, partners and Council to:

* Deliver Organisational Excellence;
* Maintain Homes and Neighbourhoods to be Proud of
* Provide Excellent Customer Service.

[Top](http://towernet/staff_services/businessareas/tower_hamlets_homes/thh_how_we_do_things/201623/?view=Standard)