



AMBER HOUSING

BOARD MEMBER RECRUITMENT PACK

October 2020

INCLUSIVE
BOARDS


amber
HOUSING

About Amber Housing

Amber Housing is a wholly owned not-for-profit subsidiary of Ambient Support. We have been providing quality housing management, property development and other housing related services for over a decade.

We are proud of the solid base of professionalism and expertise that we bring to the services that we offer and have won awards that demonstrate our ability to deliver the highest quality of service to the organisations we work with and people we support. We own and manage on behalf of housing providers that provide accommodation for older adults, adults with a learning disability and or mental health needs.

Our work is overseen by a governing body of Board Members who:

- Guide the strategic direction the organisation;
- Ensure our values are upheld;
- Oversee the delivery of services to ensure we continue to provide quality, cost effective services to the individuals and the organisations we work with;
- Ensure that services are sensitive and responsive to the needs of the tenants we support;
- Ensure compliance and standards are met.

Mission

Our Mission and Values underpin all of the work that we do. These inform the behaviour of our team and helps us to build positive relationships with tenants, customers and suppliers.

Our mission is to provide a full range of property management services, along with quality housing that enables individuals to lead valued and independent lives in their community.

Values

- **Impact:** We make a positive difference to people's lives enabling greater independence, better outcomes and increased choice.
- **Innovative:** We embrace a culture for change that strives for continuous improvement, reflection and achievement of excellence.
- **Inspirational:** We promote imagination and positivity, motivating our staff and the people we support.
- **Inclusive:** We positively welcome diversity of background, ethnicity, skills, talents and contributions from everyone.
- **Integrity:** We respect all people as individuals and treat them with compassion and consideration. In all our dealings we are open, honest and accountable.



Our Services

Amber Housing offers a comprehensive range of services for our tenants and other vulnerable people who receive support from our partner accredited support providers. Services are designed to be tailored to individual needs helping them to lead independent lives.

Housing Management

We provide self-contained and shared housing with levels of individualised support, assistance equipment and facilities to help tenants to live as independently as possible.

Our tenants live in safe, well maintained homes and have assured shorthold tenancy agreements. In addition to providing all the services expected of a landlord e.g. tenancy management and ensuring that the quality of the homes are maintained, we go beyond this to enhance our tenants experience in recognition of their abilities and sometimes complex or chaotic needs.

Consultancy Services

We provide property advice and active services for Ambient Support which includes: property acquisitions, lease reviews, end of lease negotiations including dilapidation surveys and commissioning remedial works, building condition surveys and life-cycle investment plans.

Repairs & Maintenance

No matter how new and well maintained a home is, there are times when minor or even major repairs are needed. We are geared up to respond to the full range of repairs that may be needed from re-glazing, restoring central heating, fixing leaking roofs, passenger lift breakdowns, laundry equipment failures etc.

Health & Safety

Health & Safety Management is a core service provided by Amber Housing in the homes and properties we own and manage on behalf of others. We manage a range of specialist contractors to deliver our extensive annual safety assurance programmes.

Property Development & Project Management

Since its earliest years Amber Housing has been involved in property development, mainly on behalf of Ambient Support. Our developments have included the re-modelling of residential properties to create regional offices, conversions to develop offices and training facilities, major refurbishments and new build older persons care homes and specialist learning disability nursing homes.

The Role

By 2025 Amber Housing will increase its range of services, partner with more support providers and significantly increase its property development activity in order to offer a greater range of housing options for vulnerable individuals.

In line with these aims we are looking to expand the number of Board Members and to enrich the Board with the additional skills

We are looking for people who are willing to challenge and take risks but who also embody and share our values which are aligned with those of Ambient Support. Board members need to behave with integrity, seek to inspire, respect diversity and value inclusiveness.

We are an inclusive and diverse organisation and we wish to ensure that the way in which we manage our business does not exclude excellent people from joining us in our work. We anticipate that you will make an annual commitment to attend a minimum of four Board meetings plus ad-hoc meetings. Meetings are currently held during the working day although we are actively considering more flexible meeting options. During recent months, the Board has met virtually and has found this new way of working very effective and convenient to members. The majority of meetings will continue to take place virtually and IT support will be made available to members. There are normally two Group Board Away Days during the year which provide the opportunity to work and network with Ambient Support Trustees. Being assured of the quality of the work of Amber will require members to undertake occasional visits to Amber Housing's properties and service locations.

We are seeking applications from individuals who have:

- Senior management operational/strategic experience from the private, charitable or voluntary sector, preferably within a business with a turnover of c£2M or above covering one or more of the following areas:
 - Social / Private Sector Housing Management
 - Property Development
 - Financial Management / Capital Funding
 - Quality / Compliance
- An awareness and interest in housing, health & adult social care and the role of the third sector in providing services.
- An empathy or understanding of the needs of disabled people and those who are vulnerable and disadvantaged and in need of care & support.
- An understanding of quality & safety, service development and service procurement.
- An ability to interact at Board level and offer objective, reasoned advice and comment.
- An appreciation of the role of inclusion, equal opportunities and diversity and how these should be applied.
- Competence in the use of and access to IT in order to access documents and to participate in meetings is essential.



Responsibilities

Amber Housing has charitable objects and is a registered society, registered under the Co-operative and Community Benefits Societies Act 2014.

Board Members have a responsibility for corporate governance of the society. In addition to its Rules, Amber Housing has adopted the National Housing Federation Code of Governance which sets out the standards Amber Housing will meet.

Board Members have a responsibility to:

- Ensure the organisation operates effectively, efficiently and economically, with a culture that is positive, and focused on the needs of those it serves and other customers and stakeholders.
- Provide oversight, direction and constructive challenge to the organisation's chief executive and other executives.
- Satisfy itself as to the integrity of financial information, and setting and approving each year's budget, business plan and annual accounts prior to publication.
- Oversee and regularly reviewing delegations to committees and staff.
- Oversee control and risk management frameworks in order to safeguard the assets, compliance and reputation of the organisation.
- Hold to account the organisation's committees and staff for the exercise of any powers delegated to them.



Code of Conduct

It is the responsibility of Board Members to:

- **Act within the governing document and the law** – being aware of the contents of the Association's governing document and the law as it applies to Amber Housing.
- **Act in an open and transparent way** – with relevant persons in relation to the provision of housing and housing related services.
- **Act in the best interest of Amber Housing as a whole** – considering what is best for the Association and its beneficiaries and avoiding bringing Amber Housing into disrepute.
- **Manage conflict of interest effectively** – registering, declaring and resolving conflicts of interest and loyalty. Not gaining materially or financially unless specifically authorised to do so.
- **Respect confidentiality** – understanding what confidentiality means in practice for Amber Housing, its Board and the individuals involved with it.
- **Have a sound and up-to-date knowledge of Amber Housing and its environment** – understanding how Amber Housing works and the environment within which it operates.
- **Attend meetings and other appointments or give apologies** – considering other ways of engaging with the Association if regularly unable to attend Board meetings.
- **Prepare fully for meetings and all work for Amber Housing** – reading papers, querying anything you don't understand and thinking through issues in good time before meetings.
- **Actively engage in discussion, debate and voting in meetings** – contributing positively, listening carefully, challenging sensitively and avoiding conflict.
- **Act jointly and accept a majority decision** – making decisions collectively, standing by them and not acting individually unless specifically authorised to do so.
- **Work considerably and respectfully with all** – respecting diversity, different roles and boundaries, and avoiding giving offence.

Commitment to Diversity & Inclusion

We welcome applications from anyone regardless of their age, experience, disability, ethnicity, heritage, sexuality, gender and socio-economic background.

Amber Housing is deeply committed to inclusive working practices, so during the application process we commit to:

- Paying for childcare whilst you're at interviews where these take place in person.
- Paying for your travel costs to the office and back for interviews.
- Making any reasonable adjustments - for example ensuring we have BSL interpreters organised in advance if you'd like them.
- Providing this document in a Word document format readily available to download.
- Offering a guaranteed first stage interview with Inclusive Boards for disabled candidates who meet the minimum requirements for the role.

How to Apply

The recruitment process is being undertaken by Inclusive Boards on behalf of Amber Housing.

If you wish to apply for this position, please supply the following:

- A detailed CV setting out your career history, with responsibilities and achievements;
- A covering letter highlighting your suitability and how you meet the skills and experience for the role as well as the person specification; Please note that the covering letter is an important part of your application and will be assessed as part of your full application.
- Details of two professional referees together with a brief statement of their relationship to you and over what period of time they have known you. Referees will not be contacted without your prior consent.
- Completed [diversity monitoring form](#) - your data will be stored separately from your application and will at no time be connected to you or your application.

Please send your **CV** and **cover letter** to amber@inclusiveboards.co.uk by **6th November 2020**. If you would like to discuss this opportunity further please contact **Inclusive Boards** or call **Sam Carey** directly on **07702 213 945**.

Selection will be on the basis of a full application and with an interview thereafter. This is a voluntary role for a renewable term of 3 years. Please note that you require an enhanced DBS for this post.

Interviews will be held virtually on **26 November 2020**.

