

RHP Board Member Candidate Pack 2021



WELCOME FROM OUR CHAIR

Thank you for your interest in our vacancy for a Non-Executive Director (Board Member). I hope that you like what you read and decide to apply.

All RHP Group Board and Committee Members share a real passion for the business. Working in social housing is never dull, there are always new challenges and opportunities. As Board Members our responsibilities are serious – ultimately to ensure the continuing success of RHP Group.

In today's economic climate our services are in greater demand than ever and we're firmly committed to playing a part in meeting these needs.

Whilst we expect all non-executive Board Members to have experience and skills which relate to RHP's work and the communities we serve, we're particularly looking for up to two people who can help bring diversity of thought to our Board.

I have recently joined the RHP Board as Chair and I am especially proud to join a company whose purpose is so significant. The consistent feature of my career is helping to grow companies that enable people to flourish. A good home is fundamental to that aim. I am excited to work with RHP to build further on its remarkable track-record of providing great affordable homes for more local people.

I do hope that you are excited and motivated by what we have already achieved at RHP Group and would like to help us to fulfil our future ambitions. I hope you find the information in this pack helpful and if you decide to apply, I look forward to hearing from you.

Simon Devonshire OBE
RHP Group Chair



WELCOME FROM OUR CHIEF EXECUTIVE

We have a relentless drive to achieve excellence in customer service by bringing together great technology and great people and as part of this make us one of the most efficient housing providers in the business. We have used the last year of significant upheaval to review and update our five-year strategic plan, and accelerate the work we had already started. We do not believe that going back to old ways of working is right for us or the housing sector and are determined to use this as a positive opportunity to transform our organisation.

We are keen to ensure we exceed the requirements of the Housing White Paper and Building Safety Paper and tackle the need to deliver substantial improvements in environmental sustainability.

The focus of our strategy is based on four strategic pillars concerned with customers, homes, financial strength and people:

- Customers at the heart of everything we do: this is focused upon delivering excellent customer service across all channels – whilst still retaining digital transformation and improving online services as priorities.
- Homes to be proud of: this encompasses asset investment in all properties - both for our existing housing stock and new homes. We believe this will help us achieve greater consistency across all the homes we provide, better integrate the use of new technology in asset management and help to embed decarbonisation and energy efficiency measures across all our asset investment.
- Inspiring and inclusive employee experience: we have a relentless focus on our culture being customer centric whilst evolving our people strategy to ensure it remains at the cutting edge of modern working practices - building on the inclusion and agility that 2020 has shown to be vital for any organisation.
- Brilliant business: This includes ensuring robust financial strength whilst maintaining the long-term success and resilience of our business, such as good governance.

Our Board Members are a critical part of helping us deliver our strategy, by ensuring good governance, challenge and support. We are looking for individuals who will be able to constructively challenge and work with us and who are committed to helping us deliver our long term vision.

David Done OBE
Chief Executive Officer



ABOUT RHP

At RHP, our aim is to provide people with a place they're proud to call home, along with services that make lives easier. We own and manage 10,000 homes across London and have plans to build more for social rent, shared ownership and the intermediate market. Our people love working for us and we've been recognised as an excellent employer through several prestigious awards, including being recently awarded Investors in People Platinum status for the second time.

For the past twenty years we've been passionate about providing excellent service and our vision has remained the same: to be one of the best service providers in the UK and an excellent employer.



COMMITMENT TO EQUALITY, DIVERSITY & INCLUSION

We are committed to increasing diversity and inclusion within our organisation. This means reflecting critically on issues of diversity and inclusion within all that we do, identifying and taking appropriate actions to reduce inequality.

We welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion or socio-economic background.

Our 3 core inclusivity goals are to:

- Develop and sustain an inclusive organisation
- Recruit, retain and advance a diverse organisation
- Integrate diversity, equity and inclusion into what we do

Therefore, during the application process we commit to:

- Paying for childcare and care costs whilst you're attending an interview.
- Paying for your travel costs to the office and back for interviews if they are held in person.
- Making any reasonable adjustments - for example ensuring we have sign language interpreters organised in advance if you'd like them.
- Providing this document in a Word document format readily available to download.
- Offering a first stage interview to disabled applicants who meet the minimum criteria for the role

If there is anything else you're concerned about or think we could provide, please let us know.

VISION MISSION AND VALUES

We support local communities by providing good quality and affordable homes and excellent landlord services to meet a range of needs of people who cannot otherwise afford to live locally.

Our vision

Our vision has remained the same since we were formed in 2000: to be one of the best service providers in the UK and an excellent employer.

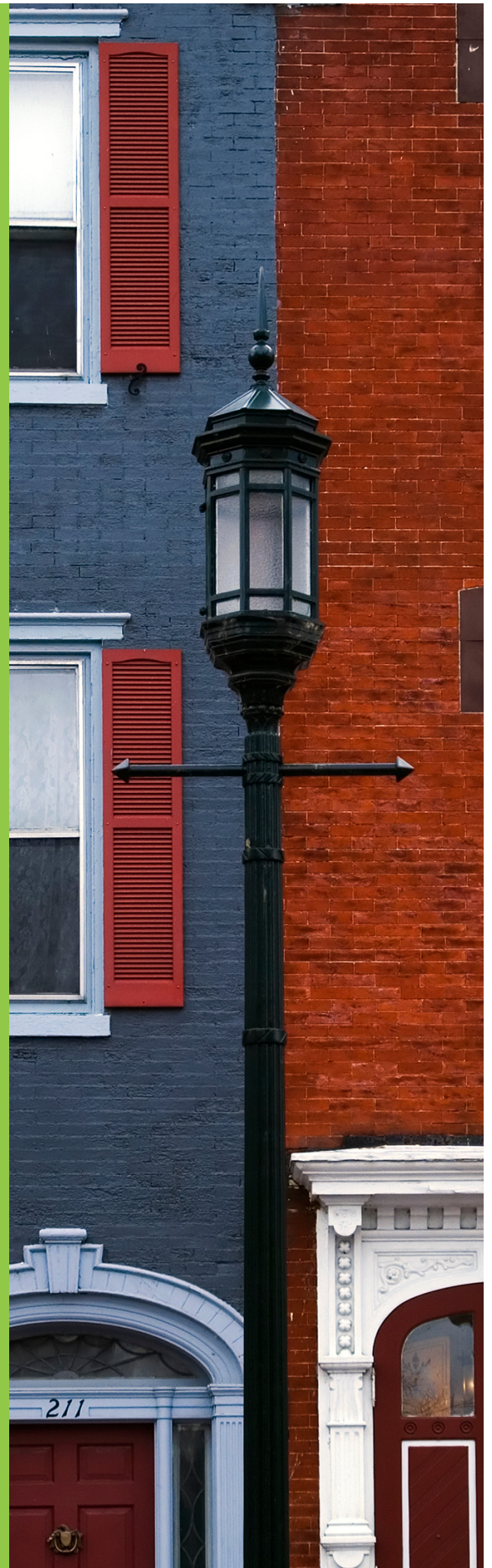
We're driven by our purpose of providing as many homes as we can for people who need them, along with excellent, modern services.

The values we live by

Everything we do is underpinned by our service style 'iamrhp', which is made up of three core values:

- We're real: we encourage people to be themselves. That means being open, honest and brave to do the right thing for our customers, each other and the business. We take our jobs seriously but never ourselves.
- We're easy to do business with: we always strive to make it easy for our customers, our people and our partners to do business with us.
- We're purposeful: we go after what counts and love working together to make great things happen.

We hire based on behaviours as well as skills and look for people who live these same values.



ABOUT THE BOARD

The RHP Group Board has up to 12 members and is responsible for the strategy and performance of RHP as a social business, landlord and service provider. The Chief Executive is on the Board but all other members are Non-Executive Directors. Non-Executive Board Members are all appointed to bring the range of skills and experience required to run RHP as a successful business.

All Board Members have the same shared responsibility for working together and with Senior Managers to make important decisions about business strategy, finance, performance and risk; and about the management and development of the services we deliver to our tenants.

As a collective, all Board Members are responsible for:

- Ensuring that RHP is managed efficiently, effectively and in line with the requirements of the law, the regulatory bodies and best practice.
- Acting only in the interests of RHP and not on behalf of any constituency or interest group.
- Upholding the reputation of RHP and the values, objectives and principles for which it stands.



THE ROLE & PERSON SPECIFICATION

The Role

We're looking for TWO new Board Members who understand our social purpose and the challenges and opportunities we're working through now and in the future. You will demonstrate considerable energy, a focus on high-performance and a determination to ensure that we provide the best possible outcomes for our customers and employees.

We're particularly interested to hear from candidates who have skills in any one of the following areas:

- Customer service, focusing on customer journey.
- Digital transformation, including data and insight led decision making.
- People change including diversity and inclusion.
- Property health and safety.

Person Specification

- Positive 'can do' and 'solution focused' attitude.
- Ability to work closely with fellow Board Members and employees.
- Excellent communication and interpersonal skills.
- Ability to understand the purpose and vision of the Board.
- Understanding the need to support and abide by the collective Board decision even if you do not wholly agree.
- Ability to see the 'big picture' and willingness to contribute to the development and delivery of the Corporate Strategy.
- Ability to read, understand and interpret Board papers.
- Ability to challenge and hold to account senior employees in a respectful manner.
- Commitment to Equality and Diversity.

Self Awareness & Development

- Ability to analyse and interpret complex information.
- Good independent judgement.
- High levels of personal trustworthiness and integrity.
- Tact and diplomacy.
- An appetite for continuous personal development.

Desirable

- Knowledge of housing association services and / or operations.
- Knowledge of the challenges facing housing associations delivering affordable homes.
- Knowledge of the role a Board Member plays in delivering effective governance and managing risks in organisations.

ADDITIONAL INFORMATION

- **Term of office:** Board Members are appointed for an initial period of up to 3 years.
- **Time Commitment:** The Board and committees all meet four times a year in a quarterly cycle. Meetings usually start at 3.00pm on a weekday at the RHP office and can last up to 2 – 3 hours. This will mean that you could attend 12 meetings a year plus 4 strategy sessions.
- **Committees:** There are also 4 committees of the Board: Service Delivery, Investment, Audit and Governance & Reward. Board Members are expected to sit on at least 1 of these committees.
- **Location:** Board meetings are usually held at our office at 8 Waldegrave Road, Teddington, TW11 8GT. Through the pandemic we have been holding Board meetings remotely and while we plan to return to face-to-face meetings when viable, will continue to offer flexible meeting options.
- **Remuneration:** This position will attract a base remuneration of £5,500 per annum and reasonable expenses are also covered under our Board Member expenses policy.
- **Learning and Development:** We are committed to supporting Board Members learning and development through training and our informal learning sessions.
- **Conflicts of Interest:** All candidates will be asked to disclose any actual, potential or perceived conflict of interest, and these will be discussed with the candidate to establish whether and what action is needed to avoid a conflict or the perception of a conflict.



HOW TO APPLY

The recruitment process is being supported by Inclusive Boards on behalf of RHP. If you wish to apply for this position, please supply the following by 23.59 26/09/2021

- A detailed CV setting out your career history, with responsibilities and achievements.
- A covering letter (maximum two sides) highlighting your suitability for the role and how you meet 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.
- Please provide 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.
- [Diversity monitoring form](#) - your data will be stored separately from your application and will at no time be connected to you or your application.

If you have any questions or would like to arrange a call to discuss the role please email RHP@inclusiveboards.co.uk or call 0207 267 8369.

Please send your CV and cover letter to RHP@inclusiveboards.co.uk or visit www.inclusiveboards.co.uk/opportunities to apply online.

