



empower

Housing Association

Non-Executive Director Recruitment Pack





Welcome letter from the Chair

Thank you for your interest in joining the Empower Housing as a Non-Executive Director.

We're looking for an authentic and enthusiastic NED who is passionate about supporting people to live independent lives: a chance to invest your skills and experience where it can make a real difference

It is important that our Board members embrace our commitment to providing forever homes to those who need them the most, working with tenants, their advocates and care providers to create excellent home environments tailored to the individual's needs.

Following the retirement of our long-standing CEO last year, the Interim CEO has played a key role in supporting the organisation and board through the changes recently identified by the Regulator of Social Housing. We have an amazing team who are committed to our tenants and the work we do, supported by a new Board who bring a wealth of experience and sound judgement to guide us through the next phase of our journey.

The work of Empower is not easy, but it is very rewarding. We provide supported housing to over 210 properties, providing a home to nearly 450 tenants. Demand for the type of accommodation we provide is very high and our Board want to see more homes provided in a sensible and balanced way. Our new CEO will play a key role in sustaining and developing lasting relationships with partners to support sensible growth.

Empower is a small Organisation with a team of 20 providing a high-quality housing service to our tenants. We are committed to providing homes that allow our tenants ability to thrive. We are focused on engagement with all of our tenants and partners to genuinely influence what and how we do things.

The Board now requires a NED who can bring practical experience and knowledge of care, supported housing or adult social care. Empower is an amazing organisation doing amazing things to those who need them most. In this role we need a NED who can work with the Board and the CEO to sustain and develop our future. If you are that person, we'd love to hear from you!

Mark Dunford

Chair, Empower Housing



About Empower



Who is Empower?

Empower Housing Association was established in August 2003 as an independent, not for profit organisation, specialising in providing homes for people with disabilities. We manage 211 properties across England and Scotland providing homes for 445 residents that meet their needs.

We believe everyone deserves a home for life. Our properties are mainly bungalows in residential areas allowing less able people to live in communities and enjoy their life to the full.

At Empower we only provide homes for people with supported housing needs and being experts in this field allows us to focus on what matters most to our residents, who often have very diverse needs.

We work closely with partner agencies to provide quality bespoke independent supported living accommodation in the community. With our person-centered approach in mind we aim to work closely with our tenants to provide and deliver high quality housing and service.

We work with a very diverse group of tenants most of who have significant and complex needs. When we find a home for one of our residents we work very closely with advocates, care providers and the Local Authority to ensure the home and associated management services meet our residents' individual requirements.

Our Purpose

To provide specialised housing solutions that allow people to live independently enabling their ability to thrive.

Our Values

We are Caring

We care passionately about what we do and have the utmost respect for people and their abilities

We are Supportive

We work with our partners to find creative and innovative solutions to tenants needs. We recognise the importance of our team are committed to being an employer of choice

We are Inclusive

We are instinctively honest and open. Our team are committed to the work we do and put the individual needs of our people at the heart of all we do

Management Team



Lee Sugden – Interim CEO (2021)

Lee joined EHA in 2021 following the retirement of the previous Managing Director. Lee is an experienced CEO and Finance Director having worked in social housing for over 25 years.



Michelle Lee - Operations Director (2003)

Michelle has been employed by EHA since 2003, when the company started trading. Michelle has experience in Rent Management and oversees the day to day running of the office. Michelle has the following housing qualifications: Chartered Institute of Housing Level 3 National Certificate in Housing, AAT Level 2 Certificate in Accounting, and BA in International Hospitality Management.



Nicola Norris - Benefits Manager (2006)

Since starting with EHA Nicola has experience with working within the Maintenance, Housing Management and the Rent Departments. Nicola has holds a CIH qualification for Supported Housing. Nicola now leads the Rents and Housing Management department. Nicola also holds a Level 4 Diploma in Counselling and Psychotherapy.



Sharon Walker - Development & Compliance Manager (2007)

Since starting with EHA Sharon has worked in within the Maintenance, Rent and Development Departments as well as providing housing related support to all tenants. Sharon continues to work alongside John in the development and also oversees the implementation of Compliance whilst liaising with the relevant departments. Sharon has received a CIH qualification for Housing, Advice and Information.



Anthony Moore – Building Quality Manager (2016)

Anthony has been working with EHA since December 2016 as a Building Quality Manager and leads the maintenance department. Anthony has worked within construction over the last 35 yrs and is a qualified time served carpenter and joiner. He holds a Construction site manager NVQ Level 4 CSCS card. Anthony works alongside the development and compliance departments.



John Plowman – Development & Facilities Manager (2017)

Since joining EHA John has worked within the Development department overseeing the development phase for all newly aquired properties. John has a wealth of knowledge in the supported living sector.

Our Board



Mark Dunford - Chair of the Board

Mark has been involved in social housing the majority of his career. As a qualified accountant his current role is Executive Director of Finance & Commercial at Together Housing Group, one of the largest housing providers in the North. He has held a number of NED roles in the past & is currently a Group Board Member at Livv Housing Group.



Marcus Evans

Marcus is the Director of Governance and Compliance at the Sovini Group. He has a BSc Hons Degree in Governance and has 12 years' experience of working within housing at an Executive management level. Prior to this, he has 15 years of experience working for a number of Local Authorities. Marcus also acts as company secretary for a number of companies and is the Chair of Governors at a primary school. Marcus is also a non-Executive Board Member at the Prima Housing Group. Marcus is looking forward to ensuring Empower Housing demonstrates excellence in its governance arrangements.



Rob Wakefield

Rob is the Chief Executive at Community Gateway Association, taking up the position in 2017 following 6 years as Executive Director of Resources. Rob is a qualified accountant and prior to joining Community Gateway worked in both local government and housing association roles across the North West. Rob is also an experienced non-executive having served on the board of housing, education and charitable bodies. As well as supporting Empower Housing Rob is currently a non-executive on the board of Arawak Walton, the largest independent black and minority ethnic Housing Association operating in the North West, and a Trustee of Preston Vocational Centre, a charitable organisation providing construction-based training and development opportunities to young people in Preston.



Tracy Woods

Tracy is the CFO at First Choice Homes Oldham and oversees the Corporate Services Teams including Finance, ICT, Governance Risk and Assurance and People and Culture as well as the Development Team that supports plans to deliver 850 homes by 2026. Tracy's career spans across a range of sectors both in the private and housing sector, in the latter years being focused on delivering change and transformation, including a merger of two housing associations and a disposal of a division of a large corporate organisation. As an experienced NED she is committed to ensuring that the organisation has strong governance, financial and operational resilience to support the delivery of Corporate Plan aspirations.



Stephanie Murphy

Stephanie was appointed Chief Executive of Castles & Coasts in July 2017. Prior to that, she was Chief Executive of Two Castles Housing Association, from 2005. In leading the organisation, Stephanie has extensive experience of business planning, risk management, governance and service improvement and she is passionate about the right values and behaviours driving success in business.

Zack's Story

Inspirational Zack Kerr is the man behind a national campaign which has transformed the lives of thousands of disabled people and their families.

Zack, who has quadriplegic cerebral palsy which affects his limbs and speech, was inspired to launch the Changing Places campaign with his family back in 2017, after growing frustrated at the lack of suitable toilet facilities for disabled people at motorway service stations up and down the country.



The campaign saw Zack leading the calls for more Changing Places toilets to be installed at service stations, which are vital for around 260,000 disabled people and their families and carers in the UK.

Changing Places Toilets (CPTs), unlike standard accessible toilets, have an adult changing bench and hoist facilities as well as extra space for carers.

When Zack launched the campaign, there were just 12 Changing Places toilets on the UK motorway network. Without accessible facilities, disabled people face lying on public toilet floors or being severely restricted where they can travel.

Zack, aged 26, explained: "Without Changing Places facilities, we don't have toilet facilities that we can use safely or with dignity when we're out, so we end up isolated in our own homes. It doesn't just affect us, it affects our friends, families and carers too."

Amazingly, Zack gathered more than 130,000 signatures on his petition and took his campaign all the way to Downing Street.

Fast forward to today, there's now 1,300 registered Changing Places toilets across the UK, which are all listed on the Changing Places app so people can easily locate them.

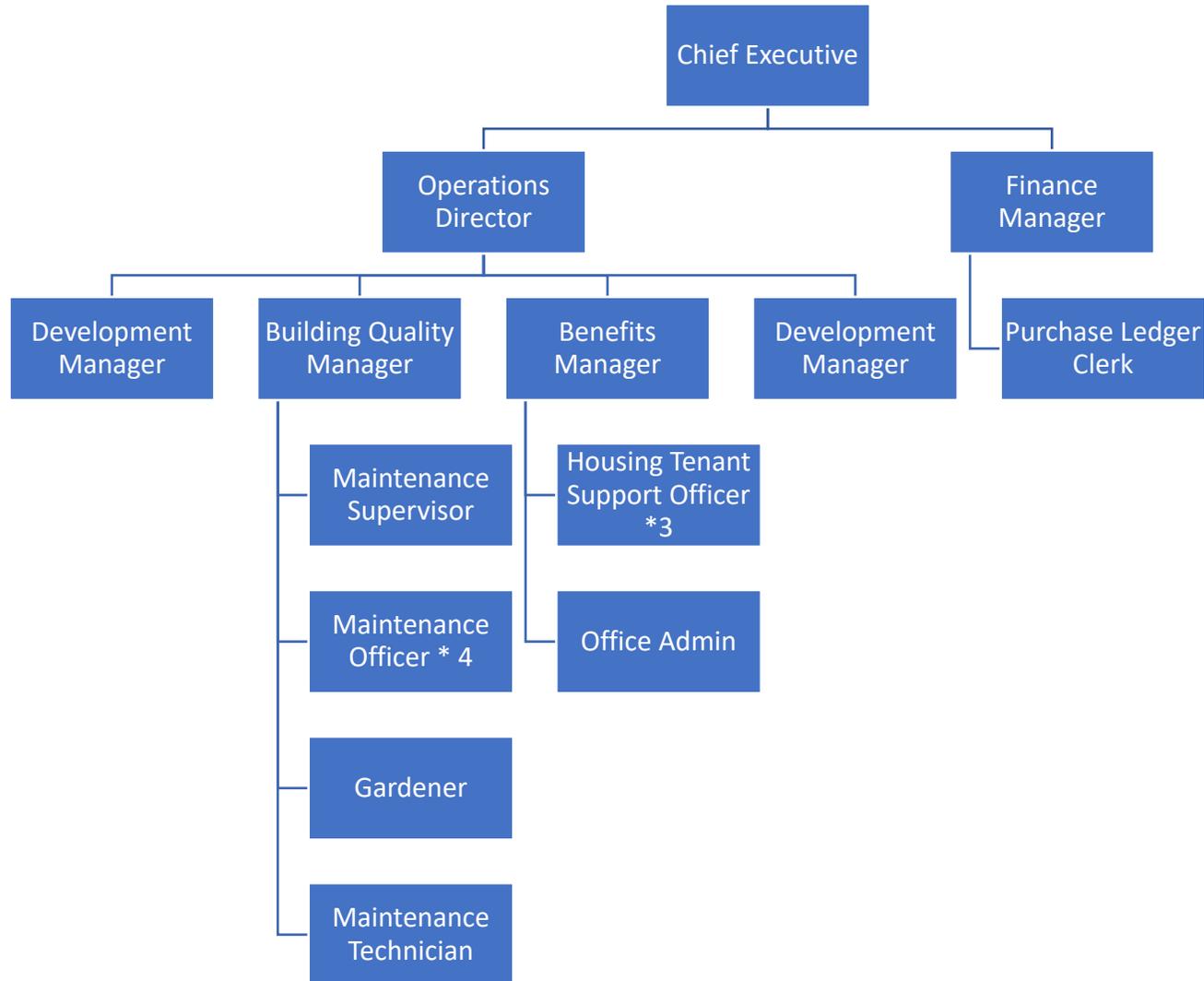
When he's not changing the world, Zack lives at a specially adapted bungalow in Oswaldtwistle. He's supported by carers from My Life and has been an Empower Housing Association tenant for four years.

Zack is a huge Marvel and Lego fan, and his home is adorned with memorabilia of his favourite superheroes as well as his impressive Lego creations, which he builds with the help of a pen with blue tack on one end to help him connect the pieces together.

Zack's tireless campaigning has taken him all over the country, and last year he scooped the Positive Role Model for Disability Award at the National Diversity Awards – an accolade which saw him taking part in his other favourite pastime – meeting celebrities.

Empower Housing Association

Proposed Staff Structure



Non-Executive Director

£2k p.a.

Lancashire

Empower Housing Association provides high quality housing that is specifically adapted to the needs of adults with disabilities, enabling them to live independently within their community. Founded in 2003 and based in Chorley in Lancashire, we currently provide around 211 homes. Our work makes an immense difference to the lives of our customers, offering them the tailored support and advice they need and the peace of mind that if something goes wrong in their home, we're there to help them fix it.

This is a great opportunity for someone who is passionate about supporting people to live independent lives: a chance to invest your skills and experience where it can make a real difference. Our Board Members work closely with our senior leaders to set the long-term strategic priorities for the organisation: making important decisions on where we should commit our resources and setting out our ambitions for the future. They also play an important role in ensuring that effective governance underpins what we do. That means monitoring organisational performance to ensure that we live up to our promises and being ready to challenge where needed. You'll also look to reassure yourself that we are prudent in managing our finances and risk, and that our customers' best interests are protected at all times.

It isn't essential for you to have undertaken a Board Member role before. We'd like to hear from people who can bring practical experience and knowledge of care, supported housing or adult social care to the role. We want people who understand the needs of our customers, and advocate on their behalf by standing in their shoes at the Board table. Most importantly you'll be able to demonstrate your passion and commitment for supporting people with disabilities and a readiness to put their needs at the centre of service design, and to measure success by the positive difference we can make to our customers' quality of life.

You should be able to commit half a day each week to this work.

Please visit www.emaconsultancy.org.uk to find out more and apply. Or please call our retained consultants at ema for a confidential discussion: Ian Robertson on 07947 126329.

Closing date: 10 July 2022



Board Member Role Profile

Board Member Role Description Key Responsibilities:

As a member of the Board of Management:

1. To oversee and set the long-term strategic direction for the organisation, in support of the Association Business Plan
2. To ensure that the board fulfils its duties and responsibilities for the proper governance of the organisation including compliance and monitoring risk
3. To ensure an effective business plan and budget is in place
4. To ensure that performance is monitored and managed through internal controls and delegation
5. To approve key policies to allow the organisation to achieve its objectives

Duties and tasks to fulfil the key responsibilities:

1. *To oversee and set the long-term strategic direction for the organisation including monitoring risk*
 - To collectively set the strategic objectives and high-level policies for the organisation
 - To contribute to establishing a framework for approving policies and plans to achieve those objectives
 - To uphold and promote the core policies, purpose, values and objectives of the Association
 - To ensure major risks are reviewed regularly and an effective risk management framework is maintained
 - To keep abreast of current developments and thinking in the sector including matters relating to housing, supported housing, social policy, regulation and investment
2. *To ensure that the board fulfils its duties and responsibilities for the proper governance of the organisation including compliance*
 - To act reasonably and always in the best interests of the organisation, and comply with its code of conduct; to ensure your behaviour as a Board Member models the values of the organisation
 - To contribute to and share responsibility for decisions of the Board and any committee of the Board of which you are a member
 - To work in partnership with the Chief Executive/Managing Director and the Senior Team; to challenge colleagues constructively

- To satisfy yourself that the Association's affairs are conducted lawfully and in accordance with regulatory requirements and generally accepted standards of performance and probity
- To engage effectively with key stakeholders as required, particularly residents and their advocates
- To comply fully with the organisation's Governing Instrument including policies, procedures and standing orders

3. To ensure an effective business plan and budget is in place

- To satisfy yourself as to the integrity of financial information, and ensure that all loan covenants are complied with;
- To approve each year's accounts prior to publication and approve each year's budget and business plan;

4. To ensure that performance is monitored and managed through internal controls and delegation

- To ensure there are appropriate mechanisms, both internal and external, to verify that the board receives a balanced and accurate picture of how the organisation is performing
- To ensure that internal controls and systems are audited and reviewed regularly;
- To monitor performance at a strategic level in relation to plans, budgets, controls and decisions;
- To participate in regular reviews of Board performance, and in Board Member appraisal; to participate in Board development and training, and in other learning activities as required.

Board Member Role Specification

KNOWLEDGE & EXPERIENCE	Essential	Desirable
Experience of committee work		X
Understanding of best practice in governance		X
Understanding of current issues in social housing	X	
Understanding of the social, economic and political environment within which Empower operates, in particular Supported housing	X	
Experience of organisational performance frameworks		X
SKILLS & ABILITIES		
Ability to make a constructive contribution to meetings through preparation and understanding	X	
Ability to understand complex issues including financial information		X
Ability to work constructively with others to achieve corporate objectives	X	
Good interpersonal and communication skills	X	
Ability to work as a member of a team of Board members	X	
Ability to attend Board meetings, training and development events and other corporate activities which may be held in the evening and at weekends	X	
PERSONAL QUALITIES		
Commitment to the vision and values of Empower Housing	X	
Commitment to equality and diversity in employment and service delivery	X	
High standards of personal and professional integrity	X	
High level of personal drive	X	

This role requires a commitment equivalent to up to one half day per week

How to Apply

Chief Executive / Non-Executive Director

Thank you for expressing an interest in one of the above posts at Empower HA. If you have read the candidate briefing information and you would like to apply, please follow the guidelines below.

Application Process

Please submit an up-to-date Curriculum Vitae (CV) and covering letter ensuring that you quote reference ema:440 for the post of Chief Executive and ema:441 for the Non-Executive Director post.

How to apply

It is important that your CV highlights supporting evidence of how your previous experience and skills relate to the criteria outlined in the job description and person specification. Within your CV, please supply the following:

- Full name and postal address;
- Work and home telephone number, mobile number and email address (NB most written communication with you will be electronic);
- Employment history (explaining any gaps);
- Education and dates your qualifications were obtained;
- Current Memberships of relevant professional associations/Institutes and dates.

Your covering letter (maximum of 3 pages) should be used to convey why you are attracted to the role describing how your experience and skills will help Empower HA map out their future purpose, direction and priorities. The covering letter is considered an important aspect of your application and will be used to assess your motivation for the role.

Timetable

The timetable for the selection process is included below. In your supporting letter, please advise us if you have any difficulty with the outlined dates and/or any other dates when you are unavailable for assessment. We try to offer flexibility, but it can be difficult to convene the selection panel outside the advertised selection dates due to diary commitments.

Please return your application by 10 July 2022 (electronic submissions) to our retained consultants at ema consultancy Ltd: email: responsehandling1@emaconsultancy.org.uk

Process	Date
Closing Date	10 July 2022
Screening Interviews	w/c 18 July 2022
Final Interviews and Assessments	w/c 1 August 2022. CE interview likely to be on 5 August 2022

Assessment and Selection Process

All applications will be considered and assessed against the requirements of the Person Specification in order to select an initial long list of candidates. If you have been successful at this stage ema will contact you via telephone/email immediately following the initial longlisting meeting with Empower HA.

Please complete the Equality and Diversity Recruitment Monitoring Form which can be downloaded. This will assist Empower HA in monitoring selection decisions to assess whether equality of opportunity is being achieved. Any information collated from the Equality and Diversity Recruitment Monitoring Forms will not be used as part of the selection process and will be treated as strictly confidential.

Personal Data

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and / or biometric data) in your CV and application documentation.

Following this notice, any inclusion of your Sensitive Personal Data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g., referees) who have not previously agreed to their inclusion.

Contact Details

If you have any queries about the position or the selection process; or if you would like an informal and confidential discussion with our consultant, please do not hesitate to contact Ian Robertson at ema consultancy on 07947 126329.

Thank you for your interest in this position.

Ian Robertson

Executive Director

