

Creating strong communities through tenant management

Join us

Co-opted Board Member (Property and Development)



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JOIN US



From the Chair

Thank you for your interest in becoming a Co-opted Board Member at Watmos Community Homes.

This position is essential to the further progress and development of the modernised WATMOS model that was developed nearly 20 years ago, as Walsall Council transferred seven of its estates to WATMOS. We are made up of ten tenant management organisations and own around 2,600 homes for rent in Walsall, West Midlands and Lambeth, London as well as managing approximately 400 leasehold properties. The Board and the leadership team take responsibility for our long-term financial sustainability by ensuring resources are in place to carry out our activities and invest in our strategic priorities. They also advise and give guidance on national and regional public policy including forthcoming initiatives in housing, legislation, the economy and financial considerations, sociological and environmental impacts.

We are different from other housing providers. The Watmos model places residents at the heart of our decision making. We have very high levels of resident satisfaction, which we attribute to the fact that we are resident focused.

Now is a particularly exciting time to join the Watmos Community Homes Group Board to assist us in bringing to life our ambitious plans to change and improve the way we deliver services that are valued by our residents.

The recent challenges faced by the sector including the pandemic and the lessons learned from the Grenfell tragedy, have highlighted to us how important our partnership between the Board, the leadership team and our residents is. It provides us with a robust operating model to ensure that we have high quality homes and strong communities.

We are interested in hearing from candidates with skills in Property and Development.

In line with our ethos as an organisation we are committed to creating a diverse and inclusive organisation, with a strong sense of belonging where everyone knows their opinions matter and their talents can be fully utilised. We are keen to have a Board that includes people from a range of backgrounds who have different life experiences.

With kindest regards

Jaz Saggu
Chair, WATMOS Group Board

About us

Introduction

As a charitable housing provider, our main role is to provide accommodation for people in need of housing. We are founded on the principles of inclusion and resident empowerment in a culture which values people's individual and collective contribution to their community.

Our Mission

"Developing strong, sustainable communities, within safe and pleasant neighbourhoods through resident control and locally accountable tenant management."

Key Principles

WATMOS was set up to build on the success of tenant management in Walsall and as a social housing landlord we are proud to offer something a bit different.

Our approach is based on various key principles:

1. Tenants and residents should be in the driving seat, empowered, encouraged and supported to manage their own estates.
2. Housing services should be organised locally with accessible staff based in offices within walking distance on every estate. Service standards should be agreed within each locality that reflect the priorities set by the tenants.
3. Our estates should be attractive, desirable and offer a high level of security.
4. We shouldn't just be managing housing; we should be building a real sense of community where people look after one another.

These principles are important to us and through them we aim to provide tenants and residents with good housing conditions that meet their needs and exceed their expectations within communities that encourage people to reach their potential and improve the quality of life for themselves and others.

We aim to be one of the best housing associations in the country and demonstrate that tenant management and local community control really works.

Our Corporate Direction

We are presently in the process of developing a new corporate strategy. Our corporate direction is decided through consultation with Board, tenants and employees who are encouraged to participate in setting the aims, objectives and priorities of our organisation, driving WATMOS in the direction our people are passionate about.

Organisational Transformation

We are required to comply with the regulator of social housing's regulatory standard, in particular the governance and financial liability standard and home standard. We currently comply with these standards and have excellent relationships with the regulator, funders and stakeholders.

In the early part of 2021, the regulator carried out an in-depth assessment, reviewing documents and interviewing members of our Board and executive team to assess our compliance with the governance and financial liability standard.

While they found us to be compliant, our governance rating moved from G1 to G2, which indicated that we needed to improve some aspects of our governance arrangements. Our viability rating remained at V2 due to our substantial capital investment programme within our tower block estates which is expected to finish this spring.

Since that time the organisation has undergone considerable transformation. We have recruited a new Chair and several new Board Members, all of whom have extensive experience in the corporate and housing world. Importantly, half of our Board positions are offered to tenants bringing important skills and lived experience into the Board Room.

In addition, we have transformed our staffing structures, which has involved a refocusing of resources into areas where they are most needed taking account of changes in regulation and legislation, for example, the Building Safety Bill and Social Housing White Paper.

The global Covid-19 pandemic has hastened the process of broadening the flexibility that we offer to employees. We have taken account of the lessons learned during lockdowns and the ways in which some of the learning points may be incorporated into the way in which we carry out work, think about work and treat our employees in the future.

As a result, we have implemented ongoing agile and hybrid working for relevant posts and considered what we can do to build a workplace where people's well-being, work-life balance, mental health and need for flexibility are seen as a central part of the business agenda.

A Unique Social Housing Provider

We are different from other housing providers. Our unique model places residents at the heart of the running of our organisation and our governance structures. Decisions about what we do as a business are driven by the residents that live in our homes. We have very high levels of resident satisfaction, which we attribute to the fact that we are both resident-led and managed.

The Board and the leadership team take responsibility for our long-term financial sustainability by ensuring resources are in place to carry out our activities and invest in our strategic priorities. They also advise and give guidance on national and regional public policy including forthcoming initiatives in housing, legislation, the economy and financial considerations, sociological and environmental impacts.

Executive Team and Board

The recent challenges faced by the sector including the pandemic and the lessons learned from the Grenfell tragedy, have highlighted to us how important our partnership between the Board, the leadership team and our residents is. It provides us with a robust operating model to ensure that we have high quality homes and strong communities.

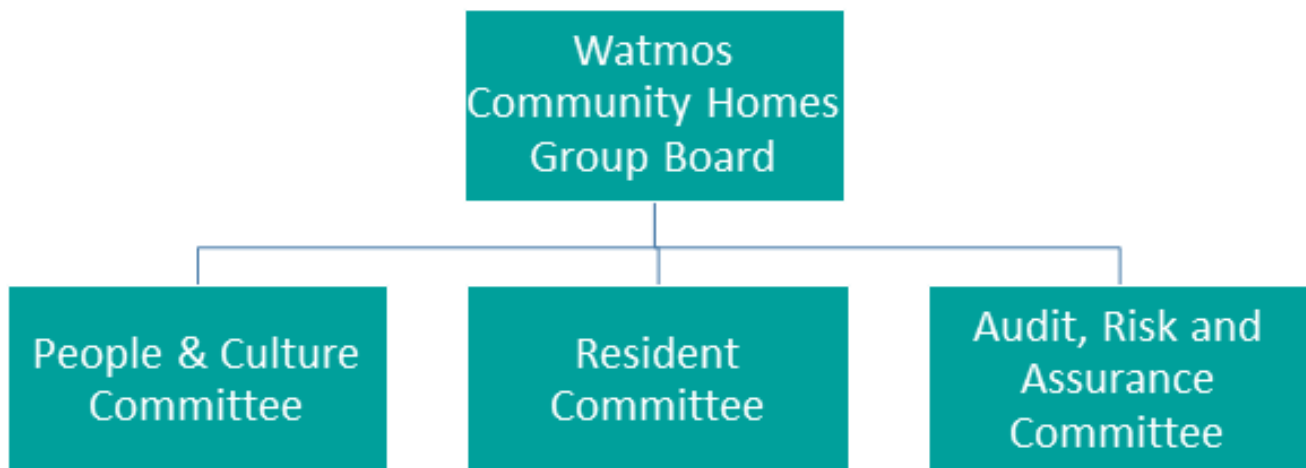
Watmos Executive Team

The executive team is responsible for directing the organisation and its individual teams to fulfil the company's vision and purpose as agreed by the Board. Executive Team members presently comprise:

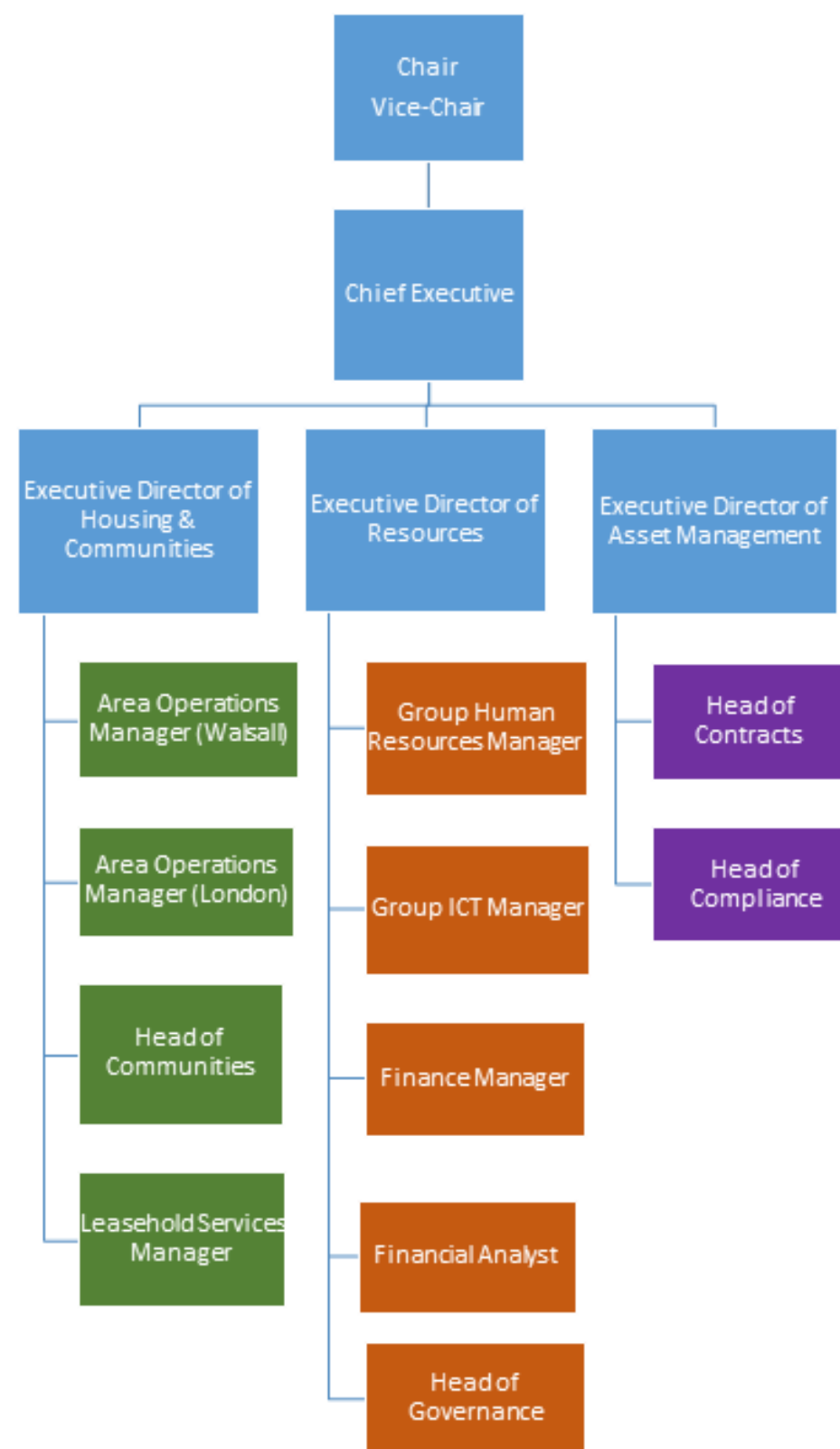
- **Kul Bains: Chief Executive**
- **Jason Holder : Executive Director of Asset Management and Regeneration**
- **David Saunders: Executive Director of Resources**
- **Graham Watts: Executive Director of Housing and Communities**

Organisational Structures

Watmos Community Homes Governance Structure



ORGANISATIONAL STRUCTURE: EXECUTIVE & SENIOR MANAGEMENT



BOARD CO-OPTED MEMBER (Property and Development)

£4K FLEXIBLE LOCATION

WATMOS is a housing provider with a difference. We manage around 3,000 homes for rent in the Walsall area of the West Midlands and Lambeth in London. We are a community-based organisation with strong roots in our neighbourhoods and we deliver services to our customers working closely with our ten, locally focused, tenant management organisations (TMOs). This gives us a unique perspective on our residents' needs and means that we can really focus our energies and resources on the things that matter to them. We listen to what they tell us and we act on it.

We now have an opportunity for a highly capable individual to join our Board. The Board plays a vital part in setting the overall strategic direction of our organisation, working closely with our leadership team to ensure that organisational performance is managed effectively and our corporate objectives are achieved. As our operational model is founded on the principles of resident control, the Board fulfils an important function in delivering our key strategic ambitions, while ensuring we retain our commitment to tailored local solutions.

In this **Board co-opted member** role you will be an involved member of the Board and the ability to contribute to strategic debate and to challenge and influence in a positive way will be key.

Housing experience isn't essential, and we would welcome applications from people who offer expertise in the area of Property and Development.

Most importantly, in this role you will share our commitment to supporting strong, sustainable communities, where those who live within them have a voice in how they are managed. And our Board plays a vital role in setting the overall strategic direction around Equality, Diversity, culture, workforce, and HR so you must relish the opportunity to make a strong contribution to these issues.

For a confidential discussion please call our retained consultant at EMA, Anne Elliott on 07875 762029.

It's important to us that our board is as diverse as the communities we serve. This breadth of perspective and life experience is invaluable in informing and challenging how we work. We particularly welcome applications from women and the Black, Asian and Minority Ethnic community who are currently under-represented on our Board.

Role Profile and Person Specification

ROLE PROFILE

CO-OPTED BOARD MEMBER

Responsible to:

Chair of the WATMOS Board

Location:

Walsall, West Midlands or Lambeth, London

Job Purpose:

- To develop strategy and policy at Watmos, ensuring financial viability, delivery of business objectives and customer service excellence.
- To be accountable for the direction and control of Watmos, setting the vision and values and ensuring these are in the Business Plan, strategies and policies.
- To work with senior staff to enable the smooth transition of strategy to operational achievement.

Objectives of the Role:

- To ensure that Watmos is governed efficiently, effectively and in line with the requirements of the law, the rules of the association, the standing orders, the housing regulator and best practice, upholding the principles of good governance.
- To work with Board Members and the Executive Management Team to set, maintain and uphold the vision, mission and objectives of the organisation.
- To ensure that the business is financially viable, agreeing capital and revenue budgets and approving financial strategies which drive the business plan.
- To agree a framework of effective control systems, which enable all risks to be identified, assessed and managed.
- To review and monitor performance.
- To contribute to a review of present and future strengths, opportunities, threats and risks.
- To work to achieve an equitable balance between the interests of current and future residents and service users and the short term requirements and long term interests and viability of Watmos.
- To ensure human resource capacity and capability meet the delivery of objectives.

Key Expectations of Board Members

Board Members must be well informed, undertake appropriate background reading and commit to development and training to manage and appreciate the key business activities and risks in the sector. Board Members will:

- Ensure decisions are well founded.
- Participate in discussions and decision making, helping to form a consensus, sharing collective responsibility for and upholding Board decisions.
- Attend appraisals and training courses agreed necessary for individual development.
- Prepare for, attend and participate in reviews linked to individual appraisals and that of the whole Board.
- Uphold the values of Watmos, making sure decisions taken by the Board are in the best interests of the organisation.
- Take opportunities to promote and be an ambassador for Watmos supporting and representing the work of WATMOS by engaging with residents and agencies with which Watmos works.
- Treat information gained as a Board Member in confidence as described in the Board Members Code of Conduct.
- Develop and maintain good working relationships with the Board and Executive Management team.
- Adhere to the Agreement of Services and Code of Conduct.

Requirements for Membership of the Board

- Membership is denied to Watmos staff, anyone declared bankrupt and residents who are in breach of their obligations as a customer e.g. who are in rent or service charge arrears.
- Watmos may choose to interview, seek references and run checks, including Criminal Record checks, prior to appointment to the Board.
- The Board reserves the right to remove Watmos Board Members under the Standing Orders.

Person Specification Co-opted Board Member

SELECTION CRITERIA

E = ESSENTIAL or D = DESIRABLE for applicants to meet relevant standard

Applicants will be asked to demonstrate how they meet the criteria which will be assessed through their application, interview and other assessment tools.

| Criteria | Essential | Desirable |
|--|-----------|-----------|
| Professional Knowledge | | |
| Professional Experience is essential in two or more of the following areas: | | |
| Financial Management | | |
| Risk Management | | |
| Landlord Health and Safety | | |
| Delivery of Customer Focused Services | | |
| Strategic Asset Management | | |
| Development | | |
| Commercial and business activities | | |
| ICT / digital services | | |
| Knowledge of one of Watmos' key user groups i.e. residents and service users | | |
| Skills and Abilities | | |
| A supportive team member, with sufficient expertise and knowledge to contribute to Watmos short and long term success. | ✓ | |
| Knowledge and/or experience of the diversity of the area in which Watmos operates. | ✓ | |
| Ability to work effectively with other Board Members and senior staff and contribute to forming a consensus in making decisions. | ✓ | |
| Ability to analyse written and numerical reports presented to the Board and express views, challenging constructively and making balanced and informed decisions. | ✓ | |
| Ability to consider the long term implications, spotting opportunities, identifying key risks and the means of mitigating them, whilst maintaining a high degree of integrity. | ✓ | |
| Ability to assess the housing and support needs of the communities in which Watmos works. | ✓ | |
| Ability to act as an ambassador for Watmos at formal and informal gatherings. | ✓ | |
| Genuine interest and commitment to the provision of social housing services and the building of communities. | ✓ | |
| Commitment to Watmos' diversity, inclusion and resident engagement policies. | ✓ | |
| Communication and Interpersonal Skills | | |
| Accomplished people and communication skills to facilitate engagement with a range of audiences on complex subject matters | | ✓ |
| Inclusive style | | ✓ |
| Experience | | |
| Previous Non-Executive Board level; Committee Chair or Executive experience in the social housing sector | | ✓ |
| Understanding of and commitment to tenant involvement | ✓ | |
| Understanding of the London housing market/leaseholders | | ✓ |
| Willing and able to devote an average of 1 to 2 days per month | ✓ | |

Terms and Conditions

Remuneration

Co-opted Board Member: £4k p.a.

Location

Hybrid working policy

Terms of Office

3-years

Time Commitment

Board Members are expected to have the capacity to be able to commit to fulfilling their duties and responsibilities as effectively as possible. As a guide, an average of 1-2 days per month for a Committee Member is anticipated per year after induction to include:

- Effectively preparing for, attending and participating in formal Board and Committee meetings (plus panels, working groups and any special meetings called from time to time).
- Attending the AGM, away days and training activities.
- Proactively maintaining good communications and effective relationships with all Board Members, the Chief Executive and other members of the Executive.
- Regular engagement with the Chief Executive and other members of the Executive.
- Participating in ad hoc discussions and electronic communications between meetings with other Board Members and employees.
- Preparing for and attending (including occasionally speaking at) Group events.
- Participating in other ad hoc events such as Board Member and senior staff recruitment; meetings with Regulators, etc.
- Preparing and attending annual appraisal meeting .

Expenses:

These posts are remunerated positions, other reasonable out of pocket expenses will be reimbursed.

How to Apply

Thank you for expressing an interest in this position at Watmos Community Homes. If you have read the recruitment pack 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 number **ema:453**

It is important that your cover letter highlights supporting evidence of how your previous experience and skills relate to the criteria outlined in the role profile 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,
- National Insurance Number
- Employment history, explaining any gaps
- Education and dates your qualifications were obtained;
- Current memberships of relevant professional associations, institutions 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 Watmos 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.

A signed declaration, criminal disclosure and equality and diversity recruitment monitoring form, should be completed as part of the application process and can be downloaded. The equality monitoring will assist Watmos 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.

Please return your application to our retained consultants at ema consultancy Ltd @ responsehandling1@emaconsultancy.org.uk Your application will be treated with strictest confidence.

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 long listing meeting. If you are unsuccessful at this stage you will receive a letter from us and be given the opportunity to receive feedback on the reasons for the decision.

Contact Details

If you have any queries about this position or the selection process; or if you would like an informal and confidential discussion with our consultant, please do not hesitate to contact Anne Elliott on 07875 762029.

Thank you for your interest in this position.

Anne Elliott
Managing Director



Declaration

| | |
|---|--|
| Are you closely related to a staff, Committee or Board Member of WATMOS or one of the TMOs? (A 'close' relationship is defined as one of the following: parents, children, grandchildren, brothers, sisters, husband, wife, civil partner or partner) | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If yes please state the name of the staff, Committee or Board Member and the nature of the relationship | |
| Are you currently a Committee or Board Member of WATMOS or one of the TMOs or have you been a Board or Committee Member or Staff Member in the last 6 months. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Are you a tenant of WATMOS or related to a tenant? | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Do you have the right to work in the UK? | Yes <input type="checkbox"/> No <input type="checkbox"/> |

Any canvassing, directly or indirectly, for appointments with WATMOS is strictly prohibited and will disqualify candidates.

This document forms part of the contract of employment. If any information given by you in this application is found to be false or if you wilfully omit or suppress material facts you may be liable to dismissal, if appointed.

I declare that to the best of my knowledge and belief the information given in this form is correct.

Signed:

Date:

If returning your application form by e-mail you do not need to sign the form but will be asked to do so should you be invited for interview.

Now please complete the 'Disclosure of Criminal Convictions Form' and 'Recruitment Monitoring Form' on the pages which follow.

For office use only. Candidate number:

Disclosure of Criminal Convictions

| <p>The Rehabilitation of Offenders Act 1974 primarily exists to support the rehabilitation into employment of reformed offenders who have stayed on the right side of the law. Under the 1974 Act, following a specified period of time which varies according to the disposal administered or sentence passed, cautions and convictions may become spent. As a result the offender is regarded as rehabilitated.</p> | | |
|---|--|---|
| Sentence/Disposal | Rehabilitation Period for Adults Following Sentence (applies from end date of the sentence including the licence period or time of conviction for non-custodial convictions) | Rehabilitation Period for those under the age of 18 Following Sentence (applies from end date of the sentence including the licence period or time of conviction for non-custodial convictions) |
| Custodial sentence* of over 4 years, or a public protection sentence | Never spent | Never spent |
| Custodial sentence of over 30 months (2 ½ years) and up to and including 48 months (4 years) | 7 years | 3½ years |
| Custodial sentence of over 6 months and up to and including 30 months (2 ½ years) | 4 years | 2 years |
| Custodial sentence of 6 months or less | 2 years | 18 months |
| Community order or youth rehabilitation order** | 1 year | 6 months |
| Fine | 1 year | 6 months |
| Conditional discharge | Period of the order | Period of the order |
| Absolute Discharge | None | None |
| Conditional caution and youth conditional caution | 3 months or when the caution ceases to have effect if earlier | 3 months |
| Simple caution, youth caution | Spent immediately | Spent immediately |
| Compensation order | On the discharge of the order (i.e. when it is paid in full) | On the discharge of the order (i.e. when it is paid in full) |
| Binding over order | Period of the order | Period of the order |
| Attendance centre order | Period of the order | Period of the order |
| Hospital order (with or without a restriction order) | Period of the order | Period of the order |
| Referral order | Not available for adults | Period of the order |
| Reparation order | Not available for adults | None |

However there are certain important exemptions where **all** previous offences must be disclosed. Within WATMOS this includes all work **which brings people into contact with residents / clients** and the organisation's financial affairs including Housing Officers, Supported Housing Officers, Caretaking Staff, Surveyors, Environmental Operatives and all staff employed in the Finance Department and Internal Audit. This list will be reviewed regularly.

Please complete the section(s) below giving details of **spent or unspent criminal convictions**. If there are **no** criminal convictions, please state '**none**'. The information you provide will be treated as strictly confidential and used only in relation to the appointment for which you are applying. Disclosure of a conviction does not necessarily mean that you will not be appointed; the main consideration will be whether the offence is one which would make an applicant unsuitable for the type of work to be done. **Any false or misleading information** may result in dismissal. **If sending by e-mail the form can be signed at interview, if selected.**

| Unspent Convictions | Dates |
|---------------------|-------|
| | |
| Spent Convictions | Dates |
| | |

| | |
|---------|------|
| Signed: | Date |
| Name: | |

For office use only. Candidate number:

Equal Opportunities

EQUAL OPPORTUNITIES MONITORING – STRICTLY CONFIDENTIAL

WATMOS Community Homes is committed to implementing equal opportunities in all of its employment practices. Our aim is to ensure that all job applicants and employees receive equal treatment. The following are examples of factors which are not taken into account in employment decisions (except in cases where the nature of the work makes this essential and the law allows this): age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The organisation has policies and procedures to eliminate discrimination in the recruitment, selection and promotion of all individuals. In order to monitor the effectiveness of our equality and diversity policies we ask you to provide the information below. The information is confidential and does not form part of your application. This questionnaire will be detached from your application form when it is received and the information will not be taken into account when short listing candidates and/or making an appointment.

| | | |
|---|--|---|
| Post Applied For | | |
| Where did you see the advertisement? | | |
| Last Name | | |
| Forenames | | |
| Date of Birth | | |
| Gender | | |
| Driving Licence | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Car Owner | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Ethnic Origin | | Please Tick One |
| | Asian or Asian British - Bangladeshi | <input type="checkbox"/> |
| | Asian or Asian British - Indian | <input type="checkbox"/> |
| | Asian or Asian British - Pakistani | <input type="checkbox"/> |
| | Asian or Asian British - Other | <input type="checkbox"/> |
| | Black or Black British - African | <input type="checkbox"/> |
| | Black or Black British - Caribbean | <input type="checkbox"/> |
| | Black or Black British - Other | <input type="checkbox"/> |
| | Chinese | <input type="checkbox"/> |
| | Mixed - White and Asian | <input type="checkbox"/> |
| | Mixed - White and Black African | <input type="checkbox"/> |
| | Mixed - White and Black Caribbean | <input type="checkbox"/> |
| | Mixed - Other | <input type="checkbox"/> |
| | Other ethnic background | <input type="checkbox"/> |
| | White - British | <input type="checkbox"/> |
| | White - Irish | <input type="checkbox"/> |
| | White - Other | <input type="checkbox"/> |
| | | Information refused |
| Do you consider yourself to have a disability? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Signed | | If submitting application by e-mail form can be signed at interview, if selected. |
| Date | | |

For office use only. Candidate number: