

Islington & Shoreditch Housing Association

CANDIDATE PACK

Board Member

September 2017



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About Islington and Shoreditch Housing Association

The Islington and Shoreditch Housing Group (ISHA) is a community and neighbourhood based Housing Association organisation which manages and develops quality affordable housing for people in North and East London, especially in Hackney, Islington and Waltham Forest. It has an 80 year history. It has a subsidiary Lien Viet which is an organisation dedicated to the housing and related needs of Vietnamese, Chinese, and wider South East Asian Communities in London.

We want ISHA to stand out of the crowd as a special housing association, because:

- we support our residents to increase their independence;
- we offer truly affordable homes, lifetime tenancies; and
- we are committed to supporting the development of strong communities

By 2020 we will have delivered radical improvements in four key areas:

- First class service delivery
- Customer service
- Communications
- Meeting future housing needs.

At the same time, maintaining our financial viability is the first priority which underpins our four core objectives. The foundations of these are through our robust business planning and risk and control framework that monitors the achievement of our ambitions:

- To be a great landlord
- To value our customers and meet their housing needs
- To provide good quality and affordable homes
- Speaking up for Housing

Our Values are to conduct our business by consistently demonstrating trust and respect.

We are a major provider of truly affordable housing in North London, with over 2,200 homes. We lead the North River Alliance, which is a development consortium of small-medium BME and supported housing associations working across North and East London.

Key Changes we want to achieve by 2020 are:

Maintain a **customer centred** service culture. Our key measures are based on achieving top quartile 'delighted' customers

Communications Listening to our customers and aligning our communications to our customer preferences is our top priority. Our measure of success will be our enhanced reputation and visibility using the latest methods of technology

We plan to **Meet Future housing needs** by building a minimum of 400 new homes. Our key target is to achieve 96% resident satisfaction with their new home

Our **First class service delivery** will be based on the efficiency and effectiveness of our services from our customers' viewpoint. We want to make sure our customer service is right every time, and when we get it wrong, we fix it to the delight of our customers

Useful Information Links

[Annual Report 2016](#)

[Financial Statement March 2016](#)

[Strategic Plan](#)

[ISHA Board members](#)

Join our Board

We are seeking to recruit to sub committees of our board. Membership of our sub committees provides the opportunity to learn about how ISHA operates and is a route to being a Board Member.

Particular skills we need are property law, asset management, and private sales. We would also welcome Human Resources and Organisational Development experience.

You will have a passion for our mission and belief that everyone is entitled to a quality, affordable safe home. And you will be highly motivated to contribute to our ambitions to stand out from the crowd in the way we provide fantastic customer service, improve how we communicate with our customers, meet future housing need and provide first class service delivery. You will have the opportunity to learn about and contribute to the issues faced by ISHA and Lien Viet.

This is a voluntary position and involves you in attending evening meetings, occasional away days and other events. Time commitment is approximately 12 evening meetings per year.

You will be part of a strategic decision making body so will need to contribute to, and accept a share of responsibility for the decisions of the board. We provide initial training and continuous opportunities for learning and development. Any reasonable travel costs will be reimbursed.

We welcome applications from people who want to contribute to making ISHA to stand out of the crowd as a special housing association, managing and developing quality affordable housing for people in North and East London

Application

To apply for this role please send a copy of your CV and a supporting cover letter addressed to Clare Thomson, Company Secretary to hr@isha.co.uk.

It is your responsibility to ensure that we have received your application. If you do not receive confirmation of receipt of your application from us before the deadline please call 020 7704 7322. You should also ensure that you use a secure email address from which to send your application, as our system will filter out emails if it believes them to have been sent from unsecured sites that are often used to send spam emails. In order to avoid last-minute IT issues, we also ask that you allow yourself ample time to submit your application in advance of the deadline.

The application deadline is 9am Monday 2 October 2017

Role and duties of Board members

The Board leads by example, promoting and upholding values and standards of behaviour for the whole organisation. It is important that members provide constructive challenge to our Executive, and understand the boundaries between executive and non-executive roles. Individual Board member behaviour has a significant influence on the reputation of the organisation, the confidence and trust that its customers, funders and other stakeholders have in it and the working relationships and morale within it.

Responsibilities:

- a) uphold the values and objectives of the organisation;
- b) uphold the organisation's core policies including code of conduct, standing orders and financial regulations;
- c) ensure that you understand the constitutional and legislative framework as it applies to the organisation, and act within its powers;
- d) contribute to and share responsibility for the board's decisions, including its duty to exercise reasonable care, skill and independent judgement;
- e) prepare for and attend meetings, training sessions and other events;
- f) attend and participate in reviews linked to individual performance and that of the whole board;
- g) represent the organisation as appropriate;
- h) declare any relevant interests and avoid conflicts of interest;
- i) respect confidentiality of information; and
- j) uphold the National Housing Federation's code of governance and Code of Conduct.

Payment

This position is unpaid and voluntary. ISHA last reviewed Board payment in 2012 and agreed that the voluntary nature of the position was consistent with the overriding ethos of the Association's values.

Time commitment

Up to 12 evening meetings per year, one Awayday, 2 half day training sessions, at least one site visit a year, a social event