



# CUSTOMER BOARD MEMBER - HOMES IN SOMERSET

## Recruitment Pack

Homes in Somerset

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**Penlea House Development**



**Woolavington Estate Walkabout**



**Carrots Farm Handover**



**Highbridge Estate Walkabout**



**West Bow House Customers**



**2024 Garden Competition**

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## Welcome to Homes in Somerset

Dear Applicant,

Thank you for your interest in becoming a Board member at Homes in Somerset (HiS).

This is an exciting time for HiS as we are mid-way through our 2023-2026 corporate strategy and looking forward to starting work on developing the next three year strategy. Somerset Council is also currently undertaking an options appraisal of their housing services, the outcome of which will have a significant impact on our future.

The Board, which comprises of two customers, three councillors and four independent members, is fully committed to supporting the Executive Team and colleagues to achieve our vision of providing healthy homes and inspiring stronger communities in Somerset.

Due to a customer board member stepping down, we are recruiting a customer member to our Board. You will be one of two customers on our board, making sure that we hear the customer voice. To be eligible for this role you must be a tenant of Homes in Somerset. Whilst we will value your lived experience first and foremost, we are also seeking additional expertise in the fields of customer services, change management and human resources.

We will provide full training as part of the induction process and a mentoring programme for the first year. The role of a Board member is remunerated, please see the details within this pack.

If you would like to find out more about our Board and Executive team, please visit our website [www.homesinsomerset.org/about-us](http://www.homesinsomerset.org/about-us)

Thank you again for your interest in this non-executive role. The closing date is 5pm on Monday 8 September 2025. We look forward to receiving your application.

If you have any questions regarding this position or would like to arrange an informal conversation with our Director of Communities and Customer Service, Claire Tough, please don't hesitate to get in touch with the People Team at 0800 585 360 or [jobs@homesinsomerset.org](mailto:jobs@homesinsomerset.org).

Paul Stephenson, Chair of the Board



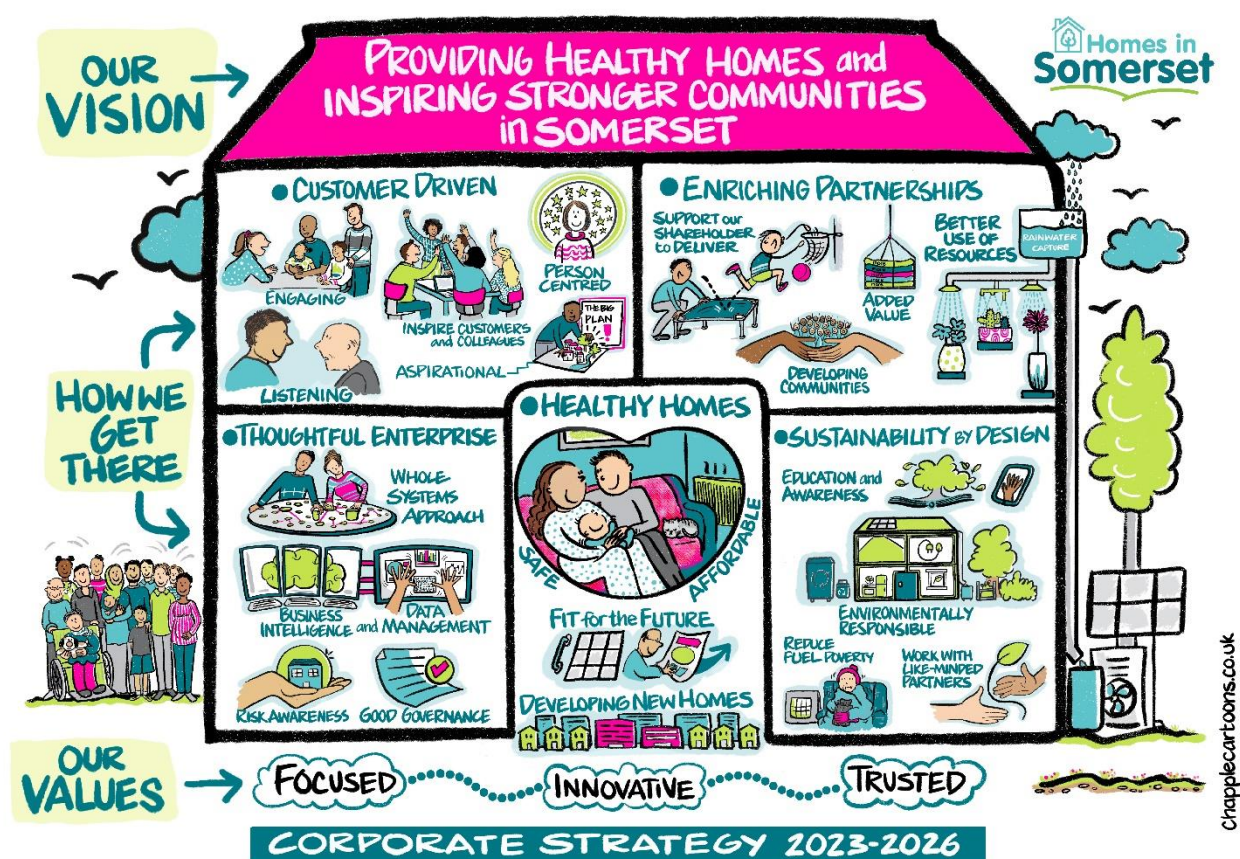
## About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do.

We are one of the largest housing providers in Somerset, managing more than 4,000 homes on behalf of Somerset Council. We ensure good quality and safe homes are provided to the people who need them most.

Following the transfer of Somerset Council's new home development function in April 2025, we are supporting the council to develop much needed new affordable homes across Somerset. Just a few of our recent accolades include a RoSPA H&S Gold Award, Investors in People Gold Award and the Domestic Abuse Housing Alliance Accreditation. We've got big plans for the future as set out in our Corporate Strategy 2023-2026 below:

### Our current strategy



**FOCUSED**

**INNOVATIVE**

**TRUSTED**

## Customer Engagement and Influence

Customer involvement is our framework that provides an opportunity for customers to influence decision making processes to help shape service delivery.



## Role Profile

**Job Title:** Board Member

**Remuneration:** £3,500 per year (next review July 2027), plus reasonable expenses

**Please note:** This payment must be declared to the Department for Work and Pensions (DWP) as income. It may affect your entitlement to benefits, including Universal Credit or other income-related support. Applicants are strongly advised to check how this payment could impact their financial situation and benefit eligibility before accepting the role.

**Time Commitment:** Board meetings (in-person) every other month, on a Tuesday afternoon plus two-day Board Away days held twice a year, Spotlight sessions (primarily virtual) and ad-hoc ambassadorial work. There will also be an opportunity to join other committees such as the Audit and Risk Committee or the Sedgemoor Tenants Assurance Committee and this would increase any time commitment required. You will also have an annual appraisal. As part of this role, you will serve as the Customer Board nominee to the STAC Committee.

**Support and Training:** The appointed Customer Board Member will receive comprehensive support, beginning with a full induction programme at the start of their term. Ongoing development will be provided through a variety of mentoring sessions and training opportunities designed to help members contribute confidently and effectively throughout their appointment.

### Job Purpose:

Board Members are responsible for the overall governance and strategic direction of the Company, developing its vision, business goals and strategic objectives in accordance with our Articles of Association, the Management Agreement in place with Somerset Council, the law, and regulatory requirements. Day-to-day management is the responsibility of the Chief Executive, the Executive Team (ET), and their teams.

## Main Responsibilities of the Board as a Whole

- To ensure that the Company functions in line with its Articles of Association and within the legal and regulatory framework of the sector.
- To uphold the financial duty and the duty of skill and care invested in the positions of Board Members undertaking such duties in a way that adds to public confidence in the Company.
- To determine the overall strategic direction and development of the Company.
- To set and ensure compliance with the values, vision, and strategic objectives of the company, ensuring its long-term success.
- To ensure that it has adequate information to make informed, clear, and strategic decisions.



- To ensure that the needs of present and future beneficiaries of the Company's activities inform the decisions that are taken.
- To ensure that the Executive Team exercise effective control over the operations of the Company by establishing and overseeing a framework of delegation and systems of internal control.
- To develop and promote the highest standards of governance.
- To set a positive culture, with a strong customer focus.
- To ensure the Company operates effectively, efficiently, and economically.
- To provide oversight, direction and constructive challenge to the Company's Chief Executive, and the Executive Team.
- To appoint and, if necessary, dismiss or terminate the services of the Chief Executive.
- To satisfy itself as to the integrity of financial information, approving each year's budget and annual accounts before publication.
- To establish and oversee a risk management framework to safeguard the assets and the reputation of the Company.

## Key Tasks and Responsibilities of Individual Board Members

To function as an accountable member of the Board by:

- Upholding the values.
- Focusing on achieving the vision as set out in the corporate strategy,
- Adhering to all organisational policies and procedures.
- Abiding by the Board Member's Code of Conduct; always respecting the confidentiality of information; and
- Adhering to the principles of collective responsibility and ensuring that decisions made by the Board are upheld publicly and privately.

To make an effective contribution to the Board by:

- Having an independent mind but able to operate collectively as a team.
- Making informed and constructive contributions.
- Collaborating effectively with the Executive Team and other senior colleagues and maintaining good working relationships with all colleagues.
- Develop and maintain productive working relationships with Executive members.
- Being initiative-taking to seek out information and to ask for training where it is needed.
- Preparing well for meetings by reading and assessing all relevant papers and reports
- Preparing well for training sessions and other events and attending with a willingness to participate.
- Paying particular attention to strategic and creative thinking when formulating policy and avoiding operational detail; and
- Debating in a proper, respectful manner, addressing only matters in hand, keeping contributions relevant.



To ensure the effective management and promotion of the organisation by:

- (1) representing the Company in a professional manner; and
- (2) attending various events on behalf of the Company.

## Common Responsibilities

All Board Members share responsibility for the decisions made by the Board. All decisions must be made in the best interests of the Company and cannot be made owing a greater allegiance to any other organisation or interest.

## Person Specification

### Introduction

This person specification is in two parts – a set of core qualities expected of all Board Members; and a set of knowledge, skills, competencies, and experience that the Board needs to have among its membership. Where specific gaps in core qualities are identified at the recruitment stage, support may be given to meet them.

All Board members are encouraged to expand their general knowledge of the sector and maintain their specialist knowledge if it is of positive relevance and benefit to the Company.

### Core Qualities for all Board members

To have and demonstrate a commitment to:

1. The success of the Company.
2. Social housing and the development of sustainable communities.
3. Meeting the needs of vulnerable people.
4. Working effectively with other Board Members and with staff.
5. The vision of the organisation.
6. The Company's values.
7. The involvement and engagement of customers; and
8. Equality, diversity & inclusion

To have and demonstrate a sufficient standard of education to enable the proper assimilation of information presented to the Board and its Committees; to be able to raise relevant questions about them; and to reach informed decisions.

To have personal circumstances that enable:

- Time to attend an average of ten meetings a year, whether Board, Spotlight Sessions, Committee or working group meetings.
- Ad-hoc discussions to be held between Board Meetings with other Board Members and staff to help inform and develop the work of the Company; and
- Attendance at two Board Away Days (held twice per year and each is two days in duration) and a minimum of two days a year of training and related activities.

To have the ability to:

- Place customers at the forefront in all decision making and ensure that the customer voice is heard loud and clear.
- Work effectively in groups.
- Understand the concepts of budgeting and monitoring financial performance.
- Understand the core elements of letting, managing, and maintaining property and monitoring performance; and
- Take rational decisions based on the information available.

## **Special knowledge, skills, and experience to be provided by Board Members**

Each Board member is expected to contribute at a strategic level to at least one of these qualities and the Board will have at least one Board Member who can demonstrate each of these qualities:

- Knowledge of how customers experience the services provided by the Company.
- Knowledge of how other key stakeholders experience the services provided by the Company.
- Experience in the housing sector at a senior level in a similar organisation.
- Experience in leading and directing the activities of others within a business environment.
- Experience operating at a strategic level within a medium-sized business.
- Experience in change management
- Experience in participating in community-led groups, developing solutions, and securing resources to tackle neighbourhood issues.
- Skills in evaluating detailed financial information and making major decisions on priorities and resources.
- Skills in developing solutions to complex problems.
- Skills in identifying and managing risk and developing and monitoring internal controls.
- Skills in corporate governance and housing law
- Skills in providing or managing large-scale housing maintenance, development, or construction-related services.

Any knowledge/skills/experience gaps will be a consideration when recruiting Board Members and succession planning.

Homes in Somerset has adopted the NHF Code of Governance requirements and previously elected members of the Board are not permitted to apply unless a period of three years has elapsed.

Reasonable adjustments will be made for anyone requiring additional support with numeracy and literacy.



## Recruitment Timetable

| Activity                                         | Proposed Dates                             |
|--------------------------------------------------|--------------------------------------------|
| Recruitment opens                                | 15 <sup>th</sup> August 2025               |
| Closing date                                     | 5pm, Monday 8 <sup>th</sup> September 2025 |
| Shortlisting                                     | Week commencing 8 <sup>th</sup> September  |
| Formal interviews                                | Friday 26 <sup>th</sup> September 2025     |
| Reference checks and confirmation of appointment | W/c 29 <sup>th</sup> September 2025        |
| Attend first Board meeting as an observer        | 24 <sup>th</sup> November 2025             |

## How to Apply

To apply, please visit the vacancies section on our website ([www.homesinsomerset.org](http://www.homesinsomerset.org)) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission. All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Claire Tough, Director of Communities & Customer Service, is more than happy to answer any questions that you might have about the vacancy. Please contact the People Team on [jobs@homesinsomerset.org](mailto:jobs@homesinsomerset.org) to ask for a call back and we will arrange this for you.

Our address should you need it is: The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Monday, 8 September 2025, at 5pm.**

Homes in Somerset is committed to equality of opportunity and welcome applications from people with relevant skills and experience, regardless of their background.