

Board Member **Recruitment** Pack



2024

together we make the difference

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01. Welcome Letter

Dear Applicant,

Many thanks for your interest in this role to join our Board at Clyde Valley Housing Association. We are delighted that you are looking at this opportunity to join our organisation. We are looking to recruit new members to our already strong and committed Board who will bring a breadth of experience, outstanding leadership skills, agility and adaptiveness. We're looking for someone with strong personal values aligned to our own.

As we are in the final year of our current 5 year strategy we have recently embarked on developing and defining what our journey looks like beyond 2025 so this is a great time to contribute towards shaping what that looks like for Clyde Valley.

We want to achieve the right balance of investing in new and existing homes and services whilst offering our customers great value for money at a price they can reasonably afford. We know the pressures our customers face. As we continue to grow, we are setting ourselves the challenge of keeping our costs down, increasing how efficient we are and driving up productivity.

Our people are highly important to us and having recently gained Investors in People Gold and Investors in Wellbeing Silver awards we are further investing in our people and wellbeing initiatives to ensure we have the right people in the right roles with the right support to provide an outstanding service to our customers. We want Clyde Valley to excel at what we do and you could help us achieve this.



We want to excel in good governance and ensure we are continuing to not just meet Regulation and Legislation but go beyond what is legally expected of us.

The Housing Emergency in Scotland provides challenges to Scottish Government, Local Authorities and the wider housing sector across Scotland and we want to ensure we can play our part in addressing housing need across our geographies.

The importance of a home cannot be overstated. A home runs deep in our identity as human beings and at Clyde Valley we want to ensure everyone has a home that meets their needs.

The challenges of reaching net zero by 2045 must be balanced by still ensuring affordable housing for our customers and that encompasses rent, fuel bills and beyond. We must ensure our customers can still maintain a healthy and happy life.

We are looking for Board Members with current and relevant experience whether in an Executive or Non -Executive capacity, public or private sector. Equally important is your absolute commitment to our customer and people experience and an understanding of and passion for social housing and the work we do in our communities.

We look forward to receiving your application and best of luck!




Carron Garmory
CHIEF EXECUTIVE

02. Vision and Corporate Strategies

What We Value



To provide high quality homes and services that make a difference to people's lives and their communities.

-  • **BE** all about customer - customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.
-  • **BE** ambitious - CVG and our people continue to grow and we'll always be ready for any opportunity as long as it benefits our customers. We'll support customers to realise their ambitions too.
-  • **BE** driven by excellence - our CVG team is relentless about doing better for customers, learning and focused on improving performance, doing more for customers and reducing customer effort.
-  • **BE** caring - most importantly we're people centred, we will listen and support customers and each other.
-  • **"Together we make the difference"** - great teamwork matters and we'll work together in enjoying what we do and making life easier for customers.

Corporate Strategy

Our bold Corporate Strategy sets out the vision, values, strategic themes and ambitions for CVG.

To achieve our group Corporate Strategy, there are four core Strategies that support and align to it as pillars for successful delivery. This cohesive approach will allow our organisation to achieve and to grow; for our people and our communities.

Click on the icons to the right to view

Strategic Objectives

- Providing a brilliant customer experience, delivering service excellence
- Addressing housing need and offering services across all tenures
- The leading RSL partner to create sustainable homes and communities
- Focused on value for money and excellent governance as a growing and sustainable business.
- Aim to be the best housing association employer, committed to developing employees to realise their potential.

Click on the strategy to read



03. About CVG

Who We Are

CVHA is a Registered Social Landlord (RSL) partner in Lanarkshire and East Dunbartonshire. Our Group continues to grow, and we now own around 4700 homes, provide factored services to more than 3000 owners and lettings services to 50 homes owned by private landlords. We are proud that people see us very much as a local and regional landlord and employer. We make a difference to lives and communities, including to help meet housing needs.

CVHA is regulated by the Social Housing Regulator (SHR) and the Scottish Charity Regulator. The SHR engages with us as an RSL of systemic importance. You can read our engagement plan [here](#). The SHR framework is [here](#).

By 2025, we'll be providing a brilliant customer experience to at least 8500 customers.

Click on the images below:



To view our short films



To view Value for Money & Performance Report 2022/23



04. At a glance



93 staff

4,700 homes

£
£389M Value of Asset base

£
£32.4 M Annual Turnover

Dedicated Customer Contact Centre

VA CLYDE VALLEY GROUP Working in partnership with:



05. Organisational Structure



Click on the Org Chart to view our latest organisational structure



06. Board Members

[CLICK HERE](#)



To view our current Board Members



07. Role Profile

Duties

- Act at all times in the best interests of CVHA
- Accept collective responsibility for decisions, policies and strategies
- Attend and be well prepared for meetings of the Board and sub-committees
- Contribute effectively to discussions and decision making
- Take part in training and other learning opportunities
- Take part in an annual review of the effectiveness of CVHA's governance and of your individual contribution to CVHA's governance
- Maintain and develop your personal knowledge of relevant issues and the wider housing sector
- Represent CVHA positively and effectively at all times, including in local communities and when attending meetings and other events
- Respect and maintain confidentiality of information
- Treat colleagues with respect and foster effective working relationships within the Board and between and staff
- Be aware of and comply with our policy on the restrictions on payments and benefits
- Register any relevant interests as soon as they arise and comply with CVHA's policy on managing conflicts of interest

Primary Responsibilities

As a Board Member your primary responsibilities are, with the other members of the Board, to:

- Direct CVHA's work
- Promote and uphold CVHA's values
- Set and monitor standards for service delivery and performance
- Control CVHA's affairs and ensure compliance

Responsibility for the operational implementation of CVHA's strategies and policies is delegated to the Chief Executive.

Key Expectations

- CVHA has agreed a Code of Conduct for Board Members which every member is required to sign on an annual basis.
- Each Board Member must accept and share collective responsibility for the decisions properly taken by the Board. Each Board Member is expected to contribute actively and constructively to the work of CVHA. All members are equally responsible in law for the decisions made.
- Each member must always act only in the best interests of CVHA and its customers, and not on behalf of any interest group, constituency or other organisation. Board Members cannot act in a personal capacity to benefit themselves or someone they know.

Main Tasks

- To contribute to formulating and regularly reviewing CVHA's values, strategic aims and performance standards
- To monitor CVHA's performance
- To ensure that CVHA operates within and is compliant with the relevant legal and regulatory frameworks
- To ensure that risks are realistically assessed and appropriately monitored and managed
- To ensure that CVHA is adequately resourced to achieve its objectives and meet its obligations
- To act, along with the other members of the Board, as the employer of CVHA's staff

08. Person Specification

The following is a list of the key requirements for the role of a Board Member.

It should be noted that training, support and development will be provided for the post holder, where required.

Essential

- An understanding of, a commitment to, and a passion for social housing, its purpose and its work.
- Objectivity, fairness, independence of mind, integrity, wisdom, discretion and good judgement.
- Experience of working with a Board and/or Committee and decision making
- Strategic thinker and the ability to focus on practical issues.
- A commitment to act solely in the best interest of CVHA, and of the community it serves, without regard to personal interest or benefit.
- Readiness to take and be accountable for decisions, impacts and challenges facing the housing sector
- A awareness of how the world is changing politically, economically and socially.
- The necessary time to be an effective Board Member.
- A good team player.
- Self-aware and self-managing.
- No conflicts of interest.

Desirable

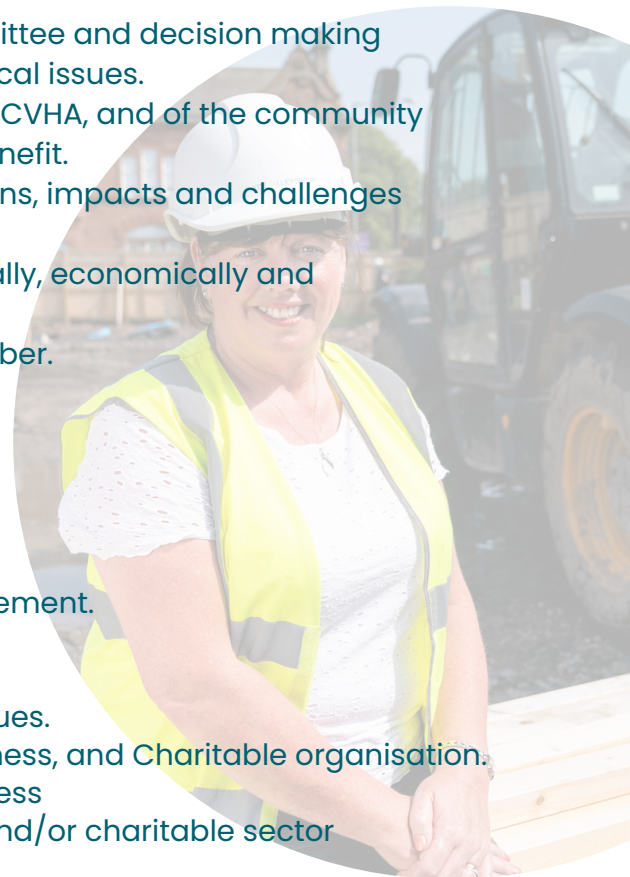
- Resident, community and neighbourhood involvement.
- Experience of leadership.
- Experience of organisations with stakeholders.
- Experience of social housing and community issues.
- A broad experience of good governance in business, and Charitable organisation.
- An understanding of governance issues in business
- Experience of good governance in a regulated and/or charitable sector

Key knowledge, skills and experience in one or more of the following disciplines:

- Financial and Treasury Management
- Legal and Regulatory
- Organisational Culture and Staff Wellbeing
- Health and safety in Housing compliance
- Asset Management and Sustainability

Core Competencies:

- Ability to challenge positively
- Analytical skills
- Ability to work collaboratively to reach consensus
- Communication skills
- Ability to act as an ambassador for the organisation
- Ability to be creative and logical
- Ability to interpret information
- Ability to maintain a customer focus



09. Terms of Appointment

In return for your commitment, CVHA offers:

- A welcome and introduction when you first join the Board;
- A mentor from the Board and a named staff contact for the first six months, with ongoing support
- Clear guidance, information and advice on your responsibilities and on CVHA's work
- Formal induction training to assist settling in
- Papers which are clearly written and presented, and circulated in advance of meetings
- The opportunity to put your experience, skills and knowledge to constructive use
- The opportunity to develop your own knowledge, experience and personal skills
- The chance to network with others with shared commitment and ideals

Remuneration

All expenses associated with your role as a Board Member are fully met and promptly reimbursed.

Time Commitment

You will need to be able to devote sufficient time to fulfil the requirements of a Board Member, approximately 1 day per month, although in practice the workload will vary. The Board meet face to face 5 times per year on a Monday evening from 5-7.30pm. In addition, one full day Board strategy session is held annually. There are occasionally ad-hoc shorter meetings held at a convenient time for all Board members and generally via Teams. Hybrid meetings are accommodated where accessibility is on occasion difficult.



10. Process & How to Apply

Application

Thank you for your interest in CVHA.

If you feel this opportunity might be of interest, please email Lindsay Neary at Lindsay.neary@cvha.org.uk by the 16th July 2024 with the following information:

- Your CV which shows your full career history
- a supporting statement outlining why the role is of interest to you and how you meet our requirements
- Declaration Form
- Equal Opportunities Monitoring Form (Optional)

If there are any questions or you would like to discuss the opportunity confidentially, please get in touch with Carron Garmory at Carron.garmory@cvha.org.uk

Registered Office

Clyde Valley Group
50 Scott Street
Motherwell
ML1 1PN
FSA Registration Number - SP2489RS
Scottish Housing Regulator Number - 291
Scottish Registered Charity - Number SC037244

