



**Non-Executive  
Director Recruitment  
Customer Board Member**

January 2024



# An introduction from our Chair...

Aspire Housing is a leading housing provider, property developer and place shaper based in Newcastle-under-Lyme, Staffordshire.

Created in 2000, we own and manage more than 9,000 homes and support around 19,000 customers across Staffordshire and Cheshire. Our profits are reinvested in new homes, in revitalising communities and in a comprehensive range of innovative support services designed to transform lives.

Our aim is to make a positive, lasting difference to individuals and communities, providing a blend of high-quality homes, community support and people-focused services.

As part of our succession planning we are seeking to appoint a new Customer Board member to help us deliver our Corporate Plan and support the provision of a customer voice at Board level.

We have five Board meetings a year, usually held on a Tuesday. In addition to this there are one or two away days. The majority of meetings are held face to face, with occasional meetings via Microsoft Teams.

We recognise the value in having a diverse range of experiences and backgrounds on our Board. This will enhance the chances of us being able to successfully

deliver our Corporate Plan. You'll find more details on the composition of our Board at page 3 of this pack. We particularly welcome applications from underrepresented groups.

Aman Dalvi

Aman Dalvi, Chair of the Board



You can find more information about our organisation via our website:

[www.aspirehousing.co.uk/corporate-information](https://www.aspirehousing.co.uk/corporate-information)

# What's in it for you?

This is an opportunity to shape the delivery of our Corporate Plan. You'll be working with a team of fellow Board members who share our vision and aims for the future and who bring a range of experiences and skills to support our work.

Our Customer Board Member will have the opportunity to share their own insights and experiences as an Aspire customer with their fellow Board members. The role will also require you to be a member of the OASIS Customer Group (a group made up entirely of Aspire customers who provide challenge and oversight in all areas of Aspire).

We recognise the importance of equipping and developing our board members to better fulfil their role. We have just launched an updated training programme to support this. The training programme will strengthen our board at a collective and individual level via a range of engagements facilitated internally and externally.

In September 2023, we launched our Trainee Board Member Programme to provide support, mentoring and training to prospective Customer Board Members in a wide range of areas such as:

- How to challenge and support the Executive Team and other Board members.
- How to understand and interpret financial information in reports such as budgets, business plans and financial statements.
- The responsibilities and role of Board members.
- The governance structure of Aspire.
- Legal and regulatory requirements.
- Understanding risk – our external operating environment, internal risk framework, risk appetite and the Board's role in managing risk.

## Non-Executive Director Remuneration

You'll receive remuneration of **£6,300 pa for this role, plus expenses.**

If you are in receipt of benefits and are worried that the payment may impact your entitlement, we can support you to consider other options such as donation to charity or declining the remuneration. We could of course, still reimburse your expenses.

## How to apply

To apply for this role, please email [governance@aspirehousing.co.uk](mailto:governance@aspirehousing.co.uk) and tell us why you want to work with Aspire and any relevant knowledge or experience you may have.

We will email you a copy of our equal opportunities monitoring form (this info is confidential and used for statistical monitoring purposes only). You will need to complete and return this.

Please read our privacy policy at <https://www.aspirehousing.co.uk/privacy>

## Interview dates

Interviews will be held on 6th February 2024 at our head office in Kingsley, The Brampton, Newcastle.





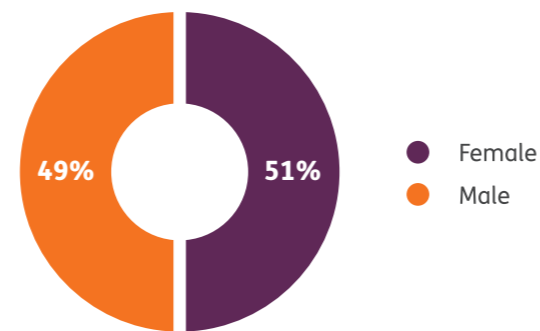
# Our current Board

You'll find details of our current Board on our website at: [www.aspirehousing.co.uk/meet-the-team](http://www.aspirehousing.co.uk/meet-the-team)

As set out in the Chair's introduction to this pack, we're particularly keen to receive applications from under-represented groups on our Board. You'll find some more information on the current composition of the Board below, based on a selection of the demographics we monitor.

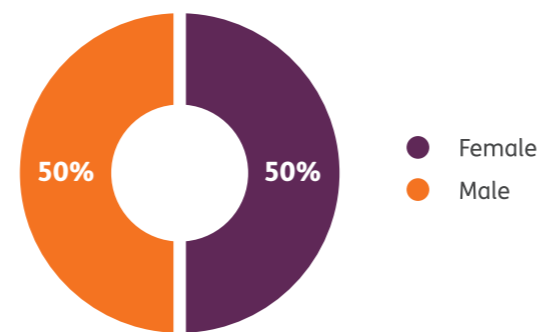
## Local Community Composition (%)

Other ethnic group	0.31%
Black/ African/ Caribbean/ Black British	0.67%
Asian/ Asian British	2.63%
Mixed/ multiple ethnic group	0.84%
White	95.5%

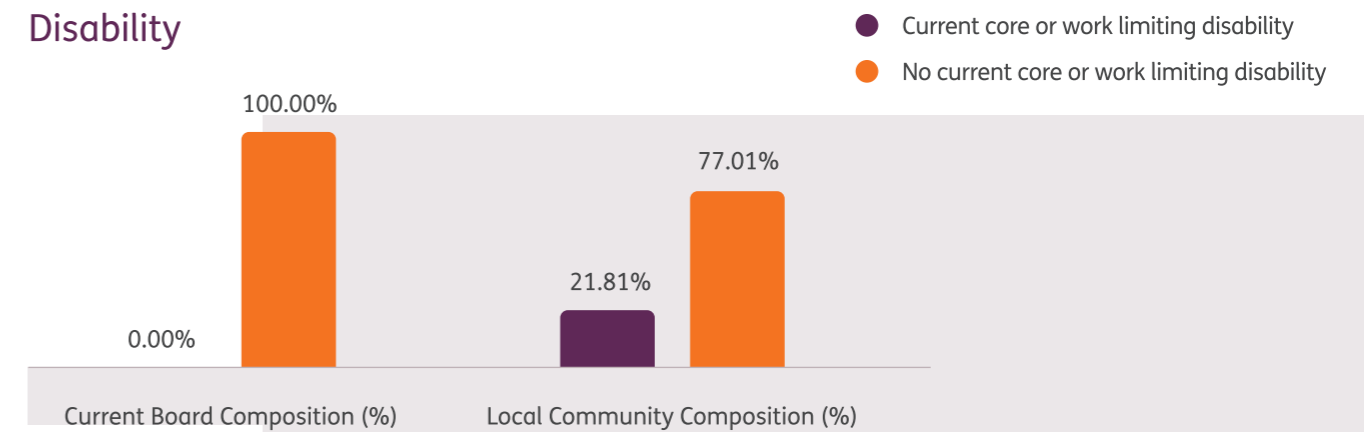


## Current Board Composition (%)

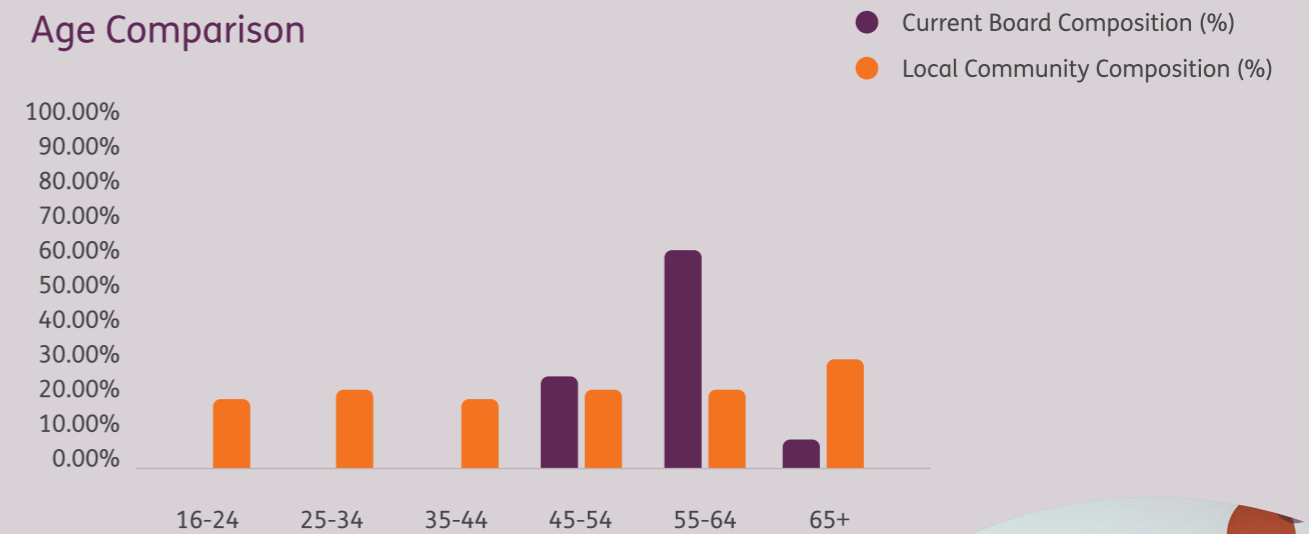
Other ethnic group	0.00%
Black/ African/ Caribbean/ Black British	0.00%
Asian/ Asian British	8.33%
Mixed/ multiple ethnic group	0.00%
White	91.67%



## Disability



## Age Comparison





# Aspire Housing Board Director

## Role description

### Aspire Housing Board Director

#### General purpose of the role

1. To be responsible for directing the affairs of the organisation in accordance with its constitution and strategy, on behalf of the members, customers, and employees.



#### Core functions in relation to the role of Aspire Housing Board Director

##### Supporting Delivery of the Corporate Strategy

2. Work with the rest of the Board to set the Corporate Plan and monitor performance against strategic goals.
3. To ensure that an appropriate governance and risk framework is in place which supports the achievement of the strategic goals.
4. To ensure that appropriate financial controls are in place to allow the company to operate effectively and to achieve value for money.
5. To establish sound constructive working relationships with the Executive Directors and a supportive partnership with staff within the business.

##### Board Meetings

6. To attend all meetings and training sessions as and when required.
7. To represent Aspire customers and share the 'customer voice' during Board meetings.
8. To prepare adequately for meetings by reading and assessing all relevant papers and reports.

9. To play an active role in the Board room by participating in any debates and by contributing their own ideas, views and relevant experiences in connection with the topics being debated, particularly in areas of expertise.
10. To provide challenge by speaking out about any concerns and joining debates in a proper, respectful manner, addressing all points and avoiding irrelevancies whilst adhering to the principles of collective responsibility and confidentiality.
11. To be committed to the principles of Equality & Diversity.

##### Training and Development

12. To use the appraisal process as an opportunity for their own development. Board Directors should be open and truthful about how they are managing so that support can be offered if necessary.
13. To provide feedback, using the feedback template provided, on any training or conferences attended.
14. To respond to email requests for information from the business in a timely manner, and within two working days where possible.





# Person specification

## Customer Non-Executive Director



### Experience and knowledge

- Appreciates the challenges and opportunities for the region, its people and local economy (essential)
- Current lived experience of being a customer of Aspire Housing (essential)
- Governance knowledge (desirable)
- Previous experience in the Social Housing sector (desirable)

### Skills and abilities:

- Excellent communication and interpersonal skills, with an approachable and engaging style
- Strong negotiator and influencer, able to work intuitively with a wide range of stakeholders
- Able to manage risk without being risk averse
- Able to make sound and balanced judgements; is comfortable with accountability
- Able to listen to a wide range of contributions, challenge constructively and achieve consensus in collective decision making

### Attributes and behaviours:

- Acts in alignment to our vision, values and objectives
- Champions the rights of residents and service users to be involved and influential
- Acts with integrity, places a high premium upon transparency and probity
- Proactively demonstrates a strong commitment to equality, diversity and inclusion
- A collaborative style that delivers respect and confidence
- Has the necessary time commitment and capacity for this leadership role





## Follow us



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Newcastle-under-Lyme, ST5 0QW

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