

# Information for Candidates

## Independent Committee Member - Operations Committee

### Introduction

We are a large charitable registered provider of social housing, headquartered in Birmingham, with operations throughout the Midlands. Founded in 1925, we are a significant landlord with around 33,000 properties under management, providing a wide range of accommodation-based services ranging from direct access hostels for homeless people to supporting individuals to live independent lives. We have maintained our G1 V1 and Moody's A1 stable ratings and our finances are robust.

The housing sector is both challenging and an area of great opportunity. Our corporate strategy "Making What Matters Brilliant" will ensure that the business remains strong at a time of uncertainty and challenge for the sector.

The Operations Committee's focus is to ensure that our customers' views are heard and translated into action by Midland Heart.

Two of our independent committee members are reaching the end of their term of office, so we are seeking two new members to join us in September 2022.

### Responsibilities

1. To prepare for and attend meetings of the Committee (normally five each year), playing a full role in the discussions and business transacted at those meetings.
2. To receive and promptly respond to ad-hoc communications from other Committee members and executives within Midland Heart relating to the work of the Committee.
3. Exercise constructive challenge and independent judgement on matters of strategy, performance, resources and standards of conduct.
4. Discharge the other duties and responsibilities of a committee member of a Registered Provider of Social Housing with care and skill.
5. In carrying out your duties as a Committee member, to act in accordance with the seven principles of public life; more details at [www.gov.uk](http://www.gov.uk).

### Purpose of the Role

To play an active scrutiny and governance role as a member of the Operations Committee.

## **Committee Purpose and Functions**

### Customer Focus and Engagement

- Help to ensure that customer insight and customer perspective sits front and centre in the work of the Operations Committee
- Oversee the effective implementation of recommendations flowing from the results of customer engagement and customer scrutiny.
- Ensure that customers can influence and assist Midland Heart in the determination of activities, policies and practises affecting them.
- Provide the vehicle between customers and Midland Heart by which the customer voice is heard and used to shape future service direction and in strategic planning.
- Ensure that the customer engagement strategy is effective in seeking customer views of our future plans on key aspects approved each year by the Main Board.
- Receive feedback from customers and act as a channel to the Main Board, escalating matters of concern where appropriate.
- Receive and review the outcomes of customer engagement activities and customer satisfaction surveys with a view to ensuring an understanding of the customer experience which can then be reported to the Main Board.
- Identify key customer service-related risks that require management action and notify the Main Board of any such material risks and monitor the management of specific risks as requested by the Main Board.

### Performance Oversight

- Exercise oversight and scrutinise the quality of performance affecting customers and determine resulting actions.
- Review arrangements for handling and learning from complaints.
- Provide assurance that quality assurance arrangements are effective and meet any applicable regulatory and contractual standards
- Oversee and comment on key performance indicators (KPIs) and ensure that any required remedial action plans are in place.

### Operational Customer Policy

- Comment on and influence policy and procedure development.
- Approve customer facing policies.

- Oversee and provide assurance on compliance levels with such policies
- Provide assurance to the Main Board on the delivery of specific aspects of the Corporate Plan on which the Main Board has requested assurance.
- Review the effectiveness of our safeguarding arrangements.

### **Knowledge and Experience Sought**

You should demonstrate knowledge and experience in the following areas:

- A strong housing, facilities or asset management background who has not previously served on our Operations Committee.
- Experience of customer relations and/or customer regulation, for example: fair access to services, customer engagement and involvement, understanding customer needs and priorities and seeking assurance these are being met.

### **General**

This position attracts an honorarium of £4,350 per annum. In addition, travel and other expenses related to the business of the Committee can be claimed in line with Midland Heart's expenses policy.

The appointment is for a maximum period of three years with scope to be extended for up to a further three years.

Meetings of the Committee (5 scheduled meetings per annum) are generally held after normal working hours at Midland Heart's offices in Bath Row, Birmingham, and usually take 2 - 2.5 hours. One meeting a year (usually summer) is scheduled to last three hours.

### **Application Process and Closing Date for Applications**

To apply, please register on our candidate portal and submit a comprehensive CV of no more than four pages supported by a cover letter of no more than two pages, clearly explaining why you are interested in the post, the extent to which your skills and experience meet the role description and why you consider yourself suitable.

**The closing date for applications is Monday 30<sup>th</sup> May 2022.**

Applications will be considered and short-listed candidates will be invited for an interview on **Monday 6<sup>th</sup> June 2022.**