



Board Member

Candidate Pack



BOARD MEMBER CANDIDATE PACK

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Welcome from John Marshall, Chair



Thanks for expressing an interest in becoming a Board Member of believe housing. I can say with confidence this is an exciting opportunity to join us. You'll be part of a values-led, purpose-driven organisation committed to making a difference to the lives of our customers and communities based predominantly in County Durham since April 2015, we've achieved this by improving our existing stock, adding new homes, investing in our communities and supporting our customers through many of the challenges they have had to face in recent years. That is how we go about demonstrating our commitment to "a life without barriers"

All we deliver is achieved through the excellent colleagues we have. Our colleagues are fully engaged, innovative and take great pride in their work, which of course leads through to us being able to offer excellent service to our customers.

Operating as part of a unitary Board, you'll be playing your part in helping us deliver on our ambitious Corporate Plan, offering supportive challenge where needed to ensure we keep on track whilst also sharing your experience and wisdom to help us go further and faster. I really hope, after reading this pack, you'll be inspired to progress your interest in the opportunity to join us. It's a sector very much in the news in recent years, with both increasing regulation as well as recognition of our vital role in delivering significant housebuilding and sustainability targets.

We're very proud of what has been achieved since 2015 but, with lots more to do, remain focussed on ensuring the next 10 years and beyond bring continuous improvement and innovation in how we deliver our services. If you'd like to join us on this next stage of our development we'd love to hear from you.

Best wishes,

John Marshall
Chair





Vision, Core Purpose, Values and Aims

OUR VISION

We believe in life without barriers

'We believe in life without barriers' continues to be the vision for this organisation

OUR CORE PURPOSE

We improve our customers' lives by providing healthy and affordable homes and enhancing our communities.

OUR AIMS AND VALUES

We improve our customers' lives by providing healthy and affordable homes and enhancing our communities. At believe housing our values are to do the right thing for our customers, for our colleagues, and for our business.

Our aims are underpinned by our values. That's why each aim focuses on one of these aspects. Doing the right thing for our customers is at the heart of everything we do. This means we must also look after our colleagues, so they are at their best for the good of our customers. Equally, to do all of this requires a sound and secure business. Over the next three years, our aims are to:

Deliver excellence for our customers and play a positive role in our communities

Our purpose is to deliver excellence for our customers while playing a positive role in the communities we serve. Customers have told us that their priorities are clear: they want us to continue providing high-quality repairs and maintenance, and they want to feel safe in their homes. Providing healthy, affordable homes that are safe, secure and well maintained is therefore central to what we do. We are also committed to strengthening our performance against the Consumer Standards, including striving to achieve a C1 grading.

Be a great place to work with a flexible, high performing workforce who do the right thing

We want to be a great place to work, with a flexible, high-performing workforce that does the right thing for customers, colleagues and communities. We are proud of the positive culture we are building and the commitment of our people.

Be financially secure and well governed, adapting to challenges, while meeting the evolving needs of our customers

We are starting from a strong position. The Regulator of Social Housing has graded believe housing as G1 for governance and V2 for financial viability. A G1 rating is the highest governance rating and reflects a well-managed organisation with strong leadership, effective decision-making and robust governance arrangements.

Our V2 rating is also compliant and reflects the significant investment we are making in both improving existing customers' homes and building much-needed new homes. Like many social housing providers, we are balancing the needs of current and future residents while managing financial risk in a challenging economic environment.

Together, these ratings show that believe housing is well governed, financially resilient and able to respond to future challenges. Maintaining this position will require continued focus, strategic investment and careful management of risk, while ensuring we continue to meet the evolving needs of our customers.

Our Corporate Plan - *LINK Believe Corporate Plan*

We'd like to invite you to read our new corporate plan. You will see that we are tremendously proud of our achievements during the previous 3 years, despite it being a challenging time.

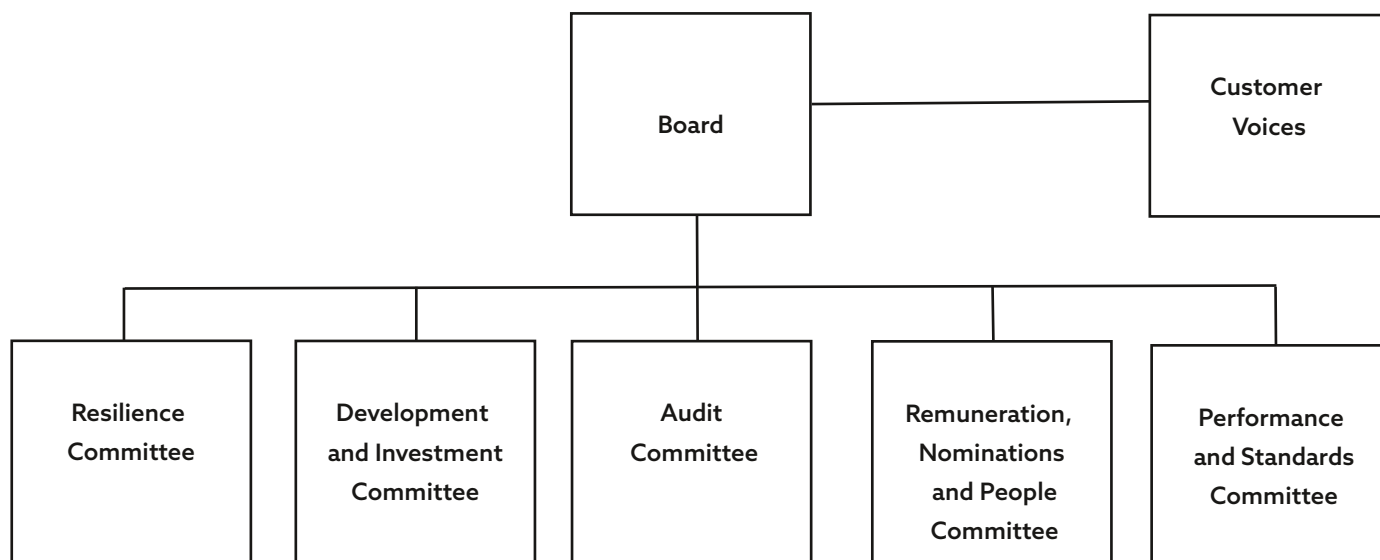
To achieve our ambitions and ensure we keep on track in terms of delivery, we will maintain our effective and robust governance arrangements.

How we are organised to deliver our corporate plan

This plan has been developed collaboratively between our customers, colleagues and our Board. The Board oversees our activities at a strategic level, ensuring that we make effective decisions.

Our structure ensures service delivery, achieving our objectives and remaining a sound and secure business is at the forefront of everything we do. In 2021, we established believe developments limited, a subsidiary of believe housing, to support our wider ambitions. The Customer Voices group, an intrinsic part of our governance structure, was created to make sure that we are listening and responding to the

voice of the people living in our homes, who provide challenge to ensure that we are living by our values in everything we do. We review our Corporate Plan with the Board on a six-monthly basis at our strategic planning events and our Performance and Standards Committee receive quarterly updates on performance against our corporate scorecard.



Our Objectives and Behaviours

We will achieve our aims over the next three years by delivering against our objectives:

Be a purpose led, ethical organisation with strong values about what we deliver

Have a strong voice on behalf of our customers and be trusted by our partners

Continually improve and innovate to deliver an enhanced experience for our customers and colleagues while streamlining the business

Grow the number of our homes to support the demand across the North East

These objectives are supported by our behaviours.

We recognise there is a lot of change and uncertainty about the next three years, and it is likely to be difficult to know how to approach everything that is being thrown at us. That is why we have developed our behaviours so that we have a clear guide for how we do things in the right way. Our behaviours apply to all our colleagues across the business in everything we do at work.



By exemplifying these behaviours, we will achieve our objectives and ensure we deliver for our customers, support our colleagues and create a strong and stable business.

Role Description

Role Profile

Board members contribute experience, insight and expertise to steer and direct believe housing to achieve its corporate and charitable objectives in line with the vision and values of the business. They support believe housing in ensuring good governance, financial viability and compliance with the appropriate regulatory and legal frameworks. Board members share the same general legal responsibilities for directing believe housing affairs and have a duty to act in the best interests of the business at all times.

Commitment

- **Board meetings – approximately 7 per annum (held in person)**
- **Each committee meets approximately 4 times per annum (majority are held virtually)**
- **Strategic planning events – approximately 3 days per annum (held in person)**
- **Learning and development sessions as required (delivery format varies)**

Terms and Conditions

Remuneration: £6,550 per annum plus expenses

Term: As determined by the Board (usually three-year term and a maximum tenure of six years)

Person Specification

This is a non-executive opportunity for a **senior finance, audit, risk or assurance professional**, or an experienced non-executive, who can bring sound judgement, constructive challenge and confidence in areas such as financial resilience, funding, liquidity, covenants and long-term planning.

Experience and knowledge:

In order to contribute effectively as a Board member, the attributes listed below are highly desirable. The Board will look for evidence of the following on recruitment of Board members:

- Knowledge of the needs, aspirations and links within the communities served by believe housing, including diversity.
- Knowledge and understanding of outstanding governance behaviour, exemplifying traits such as selflessness, integrity, objectivity, honesty and accountability.
- Knowledge and understanding of the social housing sector and the legal / regulatory environment in which the organisation operates, or ability and willingness to quickly familiarise themselves with this.
- Knowledge of the principles of equal opportunities, diversity and inclusion and embedding them throughout an organisation.

Behaviours and Eligibility

Board members should behave in a way that reflects our values and behaviours and enables the Board to operate as an effective team. This includes:

- Act with integrity and actively promote believe housing.
- Commitment to accountability, openness and transparency.
- Embracing learning and development.
- Dedicating sufficient time and commitment to fulfil the role.

Eligibility:

- Aged 18 or over
- Must not have a conflict or duality of interest which could jeopardise their ability to act at all times in the best interests of believe housing
- Meet the "fit and proper persons' test" as set out by HMRC for all persons who manage or exert influence over the activities and financial assets of a charity.
- Not disqualified from acting as a director of a company or being a Board member of a registered society (such as believe housing) or a charity trustee.
- Not been convicted of an indictable offence, which is not, or cannot be, spent; nor have been investigated or convicted of a criminal offence relating to business, health and safety, professional conduct, bribery, corruption, conspiracy, terrorism, fraud, money laundering or binding legal decision relating to tax or social security obligations.
- Not, nor expect to be, in a state or subject to proceedings in bankruptcy, insolvency, composition with creditors or similar.
- Not committed an act of grave misconduct in the course of business.

Key Responsibilities:

All Board members share the same legal status and have equal responsibility for ensuring that the board fulfils its collective role. The main responsibilities of each Board member are to:

- Work with the Board, Committees and Executive Management Team to define the vision and values of believe housing, including the strategic objectives ensuring that they are upheld and realised.
- Ensure that believe housing functions in an effective, efficient and economical manner.
- Provide oversight, support, direction and constructive challenge to the Chief Executive and the Executive Management Team.
- Create an organisational culture that addresses the needs of current and future tenants, customers and other key stakeholders, and incorporates principles of equality, diversity and inclusion.
- Make an active contribution to discussions and debates.
- Accept individual and collective responsibility for decisions, ensuring the highest standards of governance, control and efficiency and that risks are managed effectively.
- Contribute to establishing robust frameworks and systems for delegation and accountability.
- Uphold the highest standards of integrity and probity.
- Promote believe housing internally and externally, establishing constructive, high-quality relationships, with current and potential customers, partners and stakeholders.
- Ensure the views and needs of customers are at the heart of decision-making.

How to apply

The role is being managed by our recruitment partner,
Allcroft Associates

For a confidential conversation, please contact

Jim Allcroft, Managing Director, E: jim@allcrofta.com
T: 07783 701 922



Applications should be made via email to jim@allcrofta.com and must include on separate documents:

A letter of application setting out your interest in the role

A comprehensive curriculum vitae (CV)

A completed Diversity form (available for download from our microsite)

Closing date for application: Sunday 28th June 2026 at 12pm.

Final stage interviews will be held in person in mid July (w/c 13th TBC)

We believe in life without barriers, if you think you'd be great in the role, we want to hear from you. We're interested in your skills, experience and personal values and we're committed to being a supportive and inclusive employer. We are a Disability Confident Employer. If you need any adjustments or support throughout the recruitment process, please let us know.

We place a great emphasis on equality (making sure our customers have an equal chance to access our services regardless of their age, gender, race, religion, belief, disability, or sexual orientation) and diversity (namely recognising, respecting, and valuing the differences between individuals). Our commitment means that people are treated according to their specific needs and that no individual or group is disadvantaged by our policies, services, or employment practices.