



Islington & Shoreditch Housing Association

CANDIDATE PACK

Board Member

September 2021



Contents

1. About Islington and Shoreditch Housing Association
2. Our Values
3. Advert for Board members
4. Board member role and responsibilities



About ISHA

Islington and Shoreditch Housing Association (ISHA) is a community and neighbourhood-based housing organisation, managing and developing quality affordable housing for people in North and East London. ISHA is a registered society under the Co-operative and Community Benefits Society Act 2014.

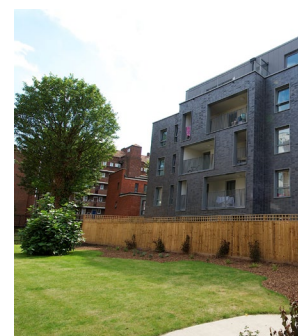
ISHA is smaller and more local than many other housing associations operating in London. The roots of ISHA go back to 1933 when we were involved with tackling slum clearance, poverty, overcrowding, ill health and high rents. Today we employ 73 staff and have 2,500 homes.

Our vision is to co-create homes and communities where everyone can flourish. We offer a wide range of housing choices: social rented, shared ownership, intermediate rent, market rent, supported housing and options for the elderly. We also provide homes and support for the Vietnamese, South East Asian and wider communities through our 2019 merger with the Lien Viet Housing Association. This epitomises our work in a multi-cultural and diverse society and our commitment to ensure that no person should suffer disadvantage in terms of access to affordable housing.

We work in close co-operation with our local authorities, the Regulator of Social Housing, the Greater London Authority and other local housing associations, including Black and Minority Ethnic, special needs Housing Associations and co-operatives. Investment in development is provided by the Homes England. ISHA leads the North River Alliance (NRA), which is a consortium of North and East London community-based housing associations.

We have a G1 Governance rating and V2 Financial Viability rating from the Regulator of Social Housing.

The three main Board committees are Audit & Risk, Remuneration and a newly formed Property Investment Committee. They focus on supervision and monitoring, policy, risk and financial control. Currently all Board Members sit on at least one committee as well as the Board.



ISHA's Values

Our Values are to conduct our business by consistently demonstrating trust and respect. We have developed these into our 4 values and behaviours:

- Passionate commitment to Customers
- Pride in Team ISHA
- Respect for everyone
- Trusted to make the difference



- ☺ Go the extra mile
- ☺ Willing to adapt in response to feedback,
- ☺ Open to learn
- ☺ Listen to understand what customers need

- ◆ Aim to get it right first time, learn from mistakes
- ◆ Share skills, knowledge, encourage and support others
- ◆ Celebrate success

- ♥ Take ownership and responsibility ; do what we say we'll do
- ♥ Take control of our own personal development

- 👉 Considerate and honest
- 👉 Work well with diversity
- 👉 Punctual, prepared, polite
- 👉 Ask questions, want to learn more

Useful Information Links

- [Financial Statements 2020-21](#)
- [Strategic Plan](#)
- [ISHA Board members](#)

Join our Board

We are seeking to recruit to our Board and will give priority to people with skills in the following areas:

Customer Service – in housing, repairs or another service sector. Great customer service is one of the priorities in our 2020-25 Strategic Plan. We are especially interested in people with skills in customer communications or those who have demonstrable experience of improving customer service.

Contract Management and Procurement - in housing, repairs or another service sector. We recently moved to a Dynamic Purchasing System (DPS) for our repairs contractors and aim to work with local contractors providing excellent service. The Board and Audit & Risk Committee will be active in seeking assurance that the new system is delivering on its objectives and in monitoring its performance.

Treasury Management - the Board has external treasury advisers but is seeking people with skills in treasury management who can add value by sharing their expertise with other board members as well as reviewing and constructively challenging proposals from our advisers.

You will have a passion for our mission and belief that everyone is entitled to a quality, affordable safe home. And you will be highly motivated to contribute to our mission to be viewed as a brilliant housing association by our residents, stakeholders and staff. You will have the opportunity to learn about and contribute to the issues faced by ISHA.

You will be part of a strategic decision making body so will need to contribute to, and accept a share of, responsibility for the decisions of the Board. We provide initial training and continuous opportunities for learning and development. Any reasonable travel costs will be reimbursed.

Board Member Roles are currently unpaid and voluntary, consistent with the overriding ethos of the Association's values. The Board is reviewing remuneration in 2021-22. Reasonable expenses will be reimbursed.

Application

To apply for this role please do so via the current vacancies page of our website at <https://www.isha.co.uk>. This allows you to attach a copy of your CV and a supporting cover letter addressed to Laura Hopper, Company Secretary. If you have any questions about the recruitment process, please contact laurah@isha.co.uk.

The application deadline is Monday 25 October 2021 10am

Interview dates: 4th and/or 9th November 2021

Role and duties of Board members

The Board leads by example, promoting and upholding values and standards of behaviour for the whole organisation. Individual Board member behaviour has a significant influence on the reputation of the organisation, the confidence and trust that its residents, funders and other stakeholders have in it and the working relationships and morale within it.

Responsibilities:

- a) uphold the values and objectives of the organisation;
- b) uphold the organisation's core policies including code of conduct, standing orders and financial regulations;
- c) ensure that you understand the constitutional and legislative framework as it applies to the organisation, and act within its powers;
- d) contribute to and share responsibility for the board's decisions, including its duty to exercise reasonable care, skill and independent judgement;
- e) prepare for and attend meetings, training sessions and other events;
- f) attend and participate in reviews linked to individual performance and that of the whole board;
- g) represent the organisation as appropriate;
- h) declare any relevant interests and avoid conflicts of interest;
- i) respect confidentiality of information; and
- j) uphold the National Housing Federation's Code of Governance

Payment

This position is currently unpaid and voluntary, consistent with the overriding ethos of the Association's values. The Board is reviewing remuneration in 2021-22. Reasonable expenses will be reimbursed.

Time commitment

The Board currently has 6 evening meetings per year and 2 away days (May and November). Members are also asked to join at least one Committee (Audit & Risk, Remuneration or the Property Investment Committee). Committees meet three to four evenings per year.

Induction and training

To support you in your role, ISHA provides a Board Member induction and offers the equivalent to 2 half day training sessions, one site visit per year and a social event to learn more about the organisation and its work.