

HOMES AND NEIGHBOURHOODS IMPROVEMENT BOARD MEMBER ROLE PROFILE

Accountable to:	The Chair of the H&N Improvement Board
Accountable for:	Oversight of H&N service delivery and compliance

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The Homes and Neighbourhoods Improvement Board ensures Kirklees Council have the appropriate governance arrangements for a housing function of the scale and complexity that is the Kirklees Homes and Neighbourhoods Service.

The Board supports assurance to the Cabinet that the service is run in a way which ensures legal and regulatory compliance and that there are tenant focused decisions by ensuring the voice of tenants and leaseholders ('Tenants') is aligned to strategic decision making in relation to the delivery, management and growth of council housing services in Kirklees.

KEY RESPONSIBILITIES OF A BOARD MEMBER

ROLE PURPOSE

The Board will, in advising Kirklees Council Cabinet via the Portfolio Holder:

Support Kirklees Council Cabinet decision making by:

- Agreeing service standards for tenants
- Review appropriate reporting to provide assurance that the Regulator of Social Housing's Consumer Standards and legal requirements are achieved, or where necessary escalate any concerns or issues to the cabinet's attention
- Ensuring that the approach to the H&N Service supports the delivery of the council's Housing Strategies
- Ensuring that the management and investment in the council housing stock is effective and delivers VFM
- Support the councils housing growth ambitions by advising the Cabinet on its social housing growth strategy.
- Support the councils place based working agenda by ensuring H&N services links with environmental and community services that relate to council housing neighbourhoods and environmental standards (including aspects of grounds maintenance, community safety and waste collection as appropriate) and escalating any concerns or issues for the attention of Cabinet.

Conduct

The Board will:

- Uphold the Council's Values and Behaviors
- Uphold the Council's Code of Conduct and any other relevant standards
- Work in partnership with Council colleagues and Ward Councilors
- Remain focused on the 'we' and not on the 'I'
- Treat everyone fairly and think inclusively

EXPECTATIONS

The board member will be expected to:

- Bring their lived or professional expertise and experience to the matters being considered by the Board
- Ensure the service and Cabinet are sighted on new, emerging or changing risks and that the service is meeting its legal and regulatory requirements
- Monitor key performance indicators to ensure service delivery meets consumer standards and tenants' expectations and report any issues or concerns to the Cabinet.
- Oversee H&N service delivery its improvement programme and any special projects or initiatives and report to Cabinet on their progress as required.
- Monitor the services revenue and capital budgets ensuring they are used effectively and deliver Value for Money.
- Be able to see the bigger Kirklees picture understanding that places and communities are diverse and that needs are different
- Adopt an approach that is fair, honest, and friendly
- Have great communication skills in terms of listening to others and the confidence to participate in discussions
- An ability to make effective decisions based on the facts presented
- A desire to improve and change housing services for the better
- A commitment to be present and to support the work of the Board
- Meet some or all of the skills, experience and competency requirements:
 - Understanding of current issues in affordable/social housing.
 - Understanding of the social and economic context in which H&N operates.
 - Understanding of the regulatory and compliance framework within which H&N operates.
 - Experience of working with or for not for profit, public sector, private sector and/or social enterprise bodies.
 - Experience of customer care and service delivery.
 - Experience of operating in a climate of significant change and challenge.
 - Experience of working as part of a team.
 - Housing management services
 - Housing repairs and maintenance and asset management
 - Housing development or acquisition
 - Performance and financial management and treasury management
 - Legal knowledge relevant to housing
 - Procurement, partnering and contracts
 - Value for money

TERMS OF OFFICE

- The terms of office for Board members are set out in the H&N Improvement Board Terms of Reference

TACKLING INEQUALITIES

- The Board will reflect, as far as possible, the demographics of the council's tenant community.