

CAMPBELL
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Board Members
Recruitment Pack

September 2021

Your application

Thank you very much for your interest in this Non-Executive Director post at Barnsbury Housing Association. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

You will no doubt do your own due diligence but do read this pack carefully as it will provide you with a good overview of the organisation and role. After you have done that, please feel free to get in touch with me, so that we can talk through your offer and get a sense of how that aligns to what Barnsbury is seeking.

To apply, we will need the following from you:

- A CV. Make sure this confirms your current/most recent roles (you can sum up earlier roles, say before the last 15 years), tell us about your achievements so we get a picture of your skills and experience, and try to keep it to two pages or three at most;
- A personal statement. We want to hear about your motivation, why this role/ organisation, and you will also want to evidence how relevant your offer is to the role specification; again ideally in two to three pages; and
- The declaration form, which is accessible via the role page on our website and includes space to indicate if you cannot attend the interview date.

Please submit your completed application documents using the online form, which is accessible via our jobs page: www.campbelltickell.com/jobs. You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call 020 3434 0990.

The role closes on Friday 22nd October (12 noon).

Please ensure we receive your application in good time.

Do call me if you wish to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards,

Kelly Shaw

**Senior Associate Consultant
07900 363 803**

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Welcome from the Chair & Chief Executive

Many thanks for your interest in these board position opportunities. Our staff and my Board colleagues all share a real passion for the impact that Barnsbury Housing Association (BHA) makes in our community and I hope you will quickly appreciate that BHA is a special and unique organisation.

At BHA we are all committed to helping people secure good quality affordable homes in a part of London where the increase in private sector house prices and rents have put these homes beyond the reach of many. BHA has grown and progressed, while at the same time remaining true to its roots as a community-based organisation.

Due to one board member standing down having served their full tenure and a recent skills audit, we are now seeking to recruit new board members to ensure we reflect a balanced mixture of skills and diversity.

As a new Board Member, we will look to you to demonstrate drive, passion and commitment. Like all social landlords, we will undoubtedly face challenges and we are looking for people who can help lead us through those future challenges with creativity and innovation.

We have a healthy financial and asset base and a strong commitment to ensuring that we continue to make a significant contribution to strengthening our local community. Our relatively small size, geographical concentration and agility all mean that we are well placed to do that. We also recognise that this requires a continued commitment to work in partnership with others.

We hope this recruitment pack provides background material to give you a sense of who we are, and I hope it will help you decide whether this is the right opportunity for you.

We would encourage you in the first instance to speak to Kelly Shaw, from Campbell Tickell our retained consultants and, if these posts fit your skills and aspirations, we very much look forward to receiving your application.

Kind regards,

Sean McLaughlin

Chair

Susan French

Chief Executive Officer

About Barnsbury Housing Association

We're a small neighbourhood-based housing association, formed in 1967 to provide genuinely affordable rented housing in Barnsbury, Islington. Today we provide 300 homes throughout Islington.

We're registered as a charitable housing association, and are governed by a voluntary [Board](#) which is supported by two committees.

You can find out more about Barnsbury's [history](#) and our [50th anniversary](#) celebrations.

Our Operations Plan, giving you a picture of our current work and priorities, is attached.

Our mission and values are the guiding principles we use to run our business.

Our mission

Building successful communities: a place to belong, a place to grow

Our Values

We Connect

with our residents, and our community, creating close connections and a listening ear, where people feel heard and can thrive

We Anticipate

fostering a culture of enquiry, creativity, and improvement so we can plan for the future and meet changing needs

We Build

a strong and professional team, that delivers on its promises and builds trust and a reputation for delivery

Our Senior Team



Susan French
Chief Executive Officer

Susan joined Barnsbury Housing Association in 2016, and is responsible for leading the team in delivering a great service to residents. Susan works with the Board to ensure we are well placed to respond to the major changes in the housing world that affect us and our residents and that we are able to continue building much-needed new homes.



Vivienne Astall
Housing & Communities Director

Viv has extensive experience in Housing. She joined Barnsbury HA in June 2020 following a role as Operations Director for Keniston HA.



Yung Yung Lee
Director of Finance

Yung Yung managing our strategic finance function, including our accounts, Business Plan and Treasury. She also oversees our internal and external audit.



Michael Bunker
Asset Manager

Michael joined BHA in late 2020 and is responsible for our asset management function, ensuring that our homes are kept in excellent repair.

Further details on our staff can be viewed [here](#)

Board Members



Sean McLaughlin - Chair

Sean McLaughlin is the current Managing Director of Homes for Haringey. He has a great knowledge of Islington, having lived here for many years and being the previous Head of Housing and Adult Services for Islington Council. Sean was appointed chair of BHA in September 2019.



Aaron Elliot - Vice Chair & Chair of Audit & Risk Committee

Aaron joined our board in 2014. His previous experience crosses both the public and private sector including local authorities, housing associations and the Homes and Communities Agency, including hands-on development experience. He currently works as a development and regeneration consultant for Altair. As well as undergraduate and postgraduate degrees, he holds professional membership of the Royal Institution of Chartered Surveyors. He is passionate about the housing and development sector with a particular interest in affordable housing issues.



Chris Bell - Resident Board Member

Chris joined the board in 2019 and was formally appointed at the 2020 AGM. Chris has been a BHA tenant for a number of years and has a passion for housing and working in the community, as well as engaging with young people specifically. Chris works in community regeneration.



Janice Walsh - Resident Board Member

Janice is one of BHA's longest serving residents and was appointed to the board in 2019, formally joining at the 2020 AGM. Janice is a keen gardener and loves to get involved with the local community - she even starred in BHA's 50th anniversary film! Janice brings a passion for the Barnsbury community and insights as a longstanding BHA resident to the board.



Barbara Sidnell

Barbara has been a board member since 2014 and is a former local Islington Councillor. She had specific portfolio responsibilities for housing issues, community development, resident issues and community safety. Barbara has a long track record of voluntary engagement in her local community and is currently involved in a number of community initiatives. As well as her local knowledge, Barbara brings a wide range of skills in community development, especially around community safety.



Charles Culling

Charles joined the board in 2013 and has worked in the housing sector since 1997, most recently as Head of Housing Services at Network Homes Ltd. He is highly qualified, including MCIQB & CEnv memberships along with being a Fellow of the Chartered Institute of Housing. Charles also has an MSc in Surveying and an MBA, specialising in Finance and strategic management. He is also a board member of New World Housing Association in Balham and a London Sustainability Strategy Group Member.



Jonathan Bunt

Jonathan formally joined our Board in September 2017. He joins us with experience at Finance Director level and in developing affordable housing programmes, and extensive experience in local government finance. Jonathan has qualifications in Public Finance & Accountancy as well as Business Economics.



Chyrel Brown

The board were delighted to add Chyrel Brown to its ranks in 2018. Chyrel joins BHA with a wealth of experience in housing and neighbourhood management - she is currently Chief Operating Officer at One Housing.



Stephane Croce

Stephane formally joined us as a Board Member in September 2017. He has extensive experience in the corporate sector, as well as qualifications in Business Administration and International Trade. He has a great interest in the affordable housing sector is also on the Board of a supported housing association.

Role profile

The Board has ultimate responsibility for the governance of BHA. Board members add value to BHA's business by contributing experience, expertise and insight to determine strategy, direction and control in the interests of tenants, other customers and the wider community. Individual board members are responsible through the Chair for contributing to the achievement of BHA's objects as set out in its Rules, its vision, values and objectives, as set out in its current business plan.

RESPONSIBILITIES

1. Setting and ensuring compliance with BHA's mission, values and strategic aims, ensuring its long-term success.
2. Setting a positive culture with a strong customer focus, understanding and seeking to improve the customer experience.
3. Ensuring that BHA operates effectively, efficiently and economically.
4. Ensuring that BHA scans the operating environment, thinks strategically and adapts to changing circumstances.
5. Monitoring, safeguarding and enhancing BHA's reputation.
6. Approving an annual business plan, budgets and funding strategy that support the achievement of BHA's strategy and business plan.
7. Approving each year's audited Financial Statements prior to publication.
8. Regularly reviewing and monitoring performance in relation to plans, budgets, controls and decisions.
9. Contributing to the review and evaluation of external and internal strategic risks, ensuring that a positive culture of managing opportunities, threats and uncertainties prevails.
10. Approving policies and strategies that further our aims and objectives.
11. Appointing, and if necessary, dismissing the Chief Executive.
12. Ensuring BHA complies with all relevant regulatory requirements.
13. Ensuring that the BHA's assets are managed efficiently and effectively, and capacity is properly utilised, so as to maintain long term viability and sustainability of the organisation
14. Representing and promoting BHA externally and establishing constructive, high quality relationships with key partners and stakeholders.
15. Representing BHA internally on complaints or eviction panels, where required.
16. Contributing to Task & Finish Groups on specific areas, as required.
17. Where appropriate, signing cheques and legal documents in accordance with delegated authority.

REQUIREMENTS

1. Build and maintain constructive relationships with fellow Board Members, with the CEO and with other staff.
2. Actively contribute to Board discussions in a way that fosters constructive challenge.
3. Have a proactive approach to induction and training and keeping abreast of sector issues.
4. Be willing to serve on a Committee or Task & Finish Group relevant to their skills and interests, including accepting Chairing responsibilities if and when appropriate.
5. Commit to at least 80% attendance at meetings and make an active contribution between meetings, where required.
6. Prepare for Board and Committee meetings and actively participate at meetings.
7. Commit to meeting with staff members and attend a meeting with resident representatives at least once a year.
8. Actively contribute to an annual appraisal process, both individually and at Board level.
9. Maintain the highest standards of probity, conduct and behaviour in line with the Code of Conduct and always act in the interests of BHA.

The requirements are more fully described in our Values & Behaviours Framework.

Board members will be required to commit to these requirements through an annual declaration. Performance against the requirements will be assessed during the annual Board appraisal process.

Person specification

SKILLS & EXPERIENCE

- Good understanding of governance arrangements in the not-for-profit sector.
- Demonstrates a practical understanding of group dynamics and meeting protocol.
- Business or professional experience
- Understanding of housing regulation and housing governance (*desirable*)
- Experience of complex social purpose organisations (*desirable*)
- Previous board level experience (*desirable*)
- Effective communicator
- Excellent interpersonal skills
- An understanding of the needs of residents and local communities.
- Proven track record of supporting major change in a customer-facing organisation
- Can work effectively with a wide range of stakeholders at all levels, including working with diverse customers and local communities.
- Analytical, democratic, focused and flexible with an understanding of financial management.

PERSONAL QUALITIES

- Commitment to BHA culture, mission, values and approach.
- Has a personal and professional credibility that will command confidence at all levels.
- Team player, demonstrating respect for the Chair.
- Able to contribute to and shape the development of BHA strategic direction and bring constructive challenge and support to the board.
- Can act as an ambassador for the organisation in an open, engaging and positive manner.
- Able to promote recognition of equality and diversity in all aspects of service delivery.
- Ability to take collective responsibility.


PERSONAL CIRCUMSTANCES

- Able to demonstrate a high level of commitment and attend board meetings, training sessions and relevant events.

BHA Board Member Values & Behaviours Framework

<i>Barnsbury HA: Building successful communities: a place to belong, a place to grow</i>		
Our Values	BHA lives this value by:	Board members demonstrate this value and create a positive organisational culture by:
<p>We Connect</p> <p><i>with our residents, and our community, creating close connections and a listening ear, where people feel heard and can thrive</i></p>	<ul style="list-style-type: none"> ▪ respecting people ▪ demonstrating honesty and integrity ▪ being customer-focused ▪ being approachable to residents and staff 	<ul style="list-style-type: none"> ▪ seeking insights into what residents want and value, and putting residents centre-stage in the Board's work ▪ actively seeking out opportunities to connect with staff and tenants, and listening to a wide range of views ▪ fostering a culture of connection, community and joint endeavour - with the local community and voluntary sector, Islington Council and the wider housing sector ▪ being approachable, engaging with staff, stakeholders and tenants and safeguarding BHA's reputation ▪ setting the bar high on issues of honesty and integrity ▪ providing constructive challenge to the Leadership Team, while respecting staff and each other
<p>We Anticipate</p> <p><i>fostering a culture of enquiry, creativity, and improvement so we can plan for the future and meets changing needs</i></p>	<ul style="list-style-type: none"> ▪ thinking and planning ahead ▪ thinking creatively and innovatively ▪ being imaginative, encouraging new and better ways of working 	<ul style="list-style-type: none"> ▪ being ambitious for the organisation, encouraging the staff team to raise its game ▪ championing change, encouraging creativity and innovation and new and better ways of working ▪ foreseeing risk and seeking assurance that risks are being well managed ▪ taking a longer-term view of opportunities and challenges and ensuring that BHA has the skills and resources needed
<p>We Build</p> <p><i>a strong and professional Board, that delivers on its promises and builds trust and a reputation for delivery</i></p>	<ul style="list-style-type: none"> ▪ being dependable and trusted ▪ behaving professionally ▪ delivering on promises ▪ working collaboratively 	<ul style="list-style-type: none"> ▪ holding BHA to promises made and seeking learning from mistakes ▪ being on time and well-prepared for meetings, taking attendance seriously and participating in training and development ▪ fostering and modelling a positive culture at meetings; a culture of transparency, collaborative working (internally & externally); being a team player and building a bond of trust with staff and other Board members ▪ actively contributing to appraisals and suggestions for improvement, and looking for ways the Board can be more effective ▪ supporting BHA, at and between meetings, with time, skills and expertise

Operational Plan



Building successful communities: a place to belong, a place to grow

<p style="text-align: center;">We Connect</p> <p>The long-lasting change we are seeking is:</p> <ul style="list-style-type: none"> ▪ we have a sector-leading approach to hearing the 'tenant voice' ▪ we are seen, known and trusted: a community asset others 'walk towards' to try out new ideas and approaches ▪ we are a great team, working as one 	<p style="text-align: center;">We Build</p> <p>The long-lasting change we are seeking is:</p> <ul style="list-style-type: none"> ▪ we play our part in tackling homelessness by building affordable new homes ▪ our service evolves, shaped by the changing needs of tenants and a desire to reduce inequalities ▪ we build a strong bond of trust with our tenants - a sense of belonging and community 	<p style="text-align: center;">We Anticipate</p> <p>The long-lasting change we are seeking is:</p> <ul style="list-style-type: none"> ▪ our homes are fit for the future ▪ we have a sector-leading carbon reduction strategy ▪ we understand our current and future tenants' needs and aspirations and design our services to meet them
<p>Engage with our residents</p> <ul style="list-style-type: none"> ▪ Complete the Take Stock Exchange engagement project, using the outcome to shape our future service ▪ Work with the Resident Panel to develop their role, so they are able to hold us to account for our service ▪ Maximise opportunities for us to hear tenants' voices and for residents to shape our services 	<p>Build trust through effective services</p> <ul style="list-style-type: none"> ▪ Understand pandemic impacts on tenants and adapt services to meet their needs and aspirations ▪ Strengthen our front-line service, aiming to get it 'right first time' on the phone, on repairs and on estate services ▪ Use customer feedback to improve our service 	<p>Invest in our assets</p> <ul style="list-style-type: none"> ▪ Develop our Asset Management and Procurement Strategy ▪ Implement our capital investment programme and cyclical programmes of work ▪ Improve our approach to building safety, ensuring that tenants feel safe in their homes
<p>Forge strong community links</p> <ul style="list-style-type: none"> ▪ Develop stronger links to local services and agencies, aiming to reduce inequalities and improve wellbeing ▪ Work with tenants to make best use of community assets for the widest benefit ▪ Maintain strong links with Islington Council, finding opportunities for joint working and partnership 	<p>Develop our services</p> <ul style="list-style-type: none"> ▪ Review our estate services with estate walkabouts and an improvement plan delivering better value for money ▪ Introduce a new independent living service for older peoples' housing ▪ Operate a tenancy support programme and strengthen our multi-agency partnerships 	<p>Plan for zero carbon</p> <ul style="list-style-type: none"> ▪ Develop BHA's Sustainability Strategy, aiming to be an exemplar in the sector ▪ Deliver a programme of 'quick green wins', supporting tenants to play an active role in carbon neutrality and addressing fuel poverty ▪ Deliver a pilot retrofit at Barnsbury Street
<p>Re-connect the team</p> <ul style="list-style-type: none"> ▪ Prepare for a post-pandemic world with a more digitally-enabled team, focused on what matters to tenants ▪ Develop a new Equality, Diversity and Inclusion Strategy ▪ Forge stronger links between the Board, staff team and residents 	<p>Provide more affordable homes</p> <ul style="list-style-type: none"> ▪ Build six new homes at Morland Mews for social rent and local lettings ▪ Carry out an option appraisal at Highbury View, led by tenants' views ▪ Explore existing schemes for capacity to add more homes 	<p>Shape our Future Service</p> <ul style="list-style-type: none"> ▪ Improve our customer insight, seeking tenants' view across all areas of our work ▪ Establish a more effective market rent offer for key workers ▪ Provide more ways for tenants to reach us, involving residents in how we do this

Key terms and conditions

<p>Position:</p> <p>Board Members</p>
<p>Remuneration:</p> <p>These positions are unremunerated. A full induction and training programme will be provided.</p>
<p>Location:</p> <p>Board meetings are held at Barnsbury Housing Association, Cloudesley House, 16b Cloudesley Street, London, N1 0HU. Committee meetings are held virtually.</p>
<p>Time Commitment:</p> <p>Board members may be asked to join one committee, as well as fulfil their role on the Board. The role requires an overall commitment of approximately 8 – 10 days per year; this includes Board and Committee meetings and the annual strategy day.</p>
<p>Terms of Office:</p> <p>The tenure length for a Board member is three years. This can be renewed subject to a satisfactory appraisal and the Board’s skills requirements at the time. All new members are restricted to a maximum of six years’ continuous service (i.e. two terms, each of three years).</p>

Key dates and the selection process

Closing date: Friday 22nd October at 12 noon

The client meeting to agree longlisted candidates will take place on Friday 29th October. Barnsbury Housing Association will be in contact directly that afternoon or Monday 1st November 2021.

Interviews: Thursday 11th November 2021

Candidates will be interviewed by a Barnsbury Housing Association panel to include:

- Sean McLaughlin, Chair
- Chyrel Brown, Board Member
- Susan French, Chief Executive

Interviews will be held face to face at Barnsbury Housing Association, Cloudesley House, 16b Cloudesley Street, London, N1 0HU.

Please note that interviews will be held in a safe COVID environment, further details will be provided nearer the time.

Media advertisement



Voluntary Board Members

North London

Barnsbury Housing Association is a small neighbourhood-based housing association with a genuine community focus and a commitment to providing high quality, affordable rented homes in North London. Today we provide 300 homes throughout Islington.

With a legacy of over 50 years, we are a well-regarded landlord determined to make an impact in the wider community and have a passionate belief in the delivery of social capital.

With a strong commitment to sustainability and zero carbon, we are keen to attract passionate individuals who can help shape our sector-leading approach on this issue.

However, we also seek wider skills such as finance and technology, coupled with an insight to the housing environment across the London region. You may be an experienced leader, or this may be your first board position, but your passion for providing first-class services to residents will also be an important offer.

In return BHA can offer a rewarding and unique opportunity to make a real contribution to our future and a satisfying, meaningful role in the social housing sector.

You can call Kelly Shaw on 07900 363803 for an informal discussion or email kelly.shaw@campbelltickell.com.

A job pack is available for download at campbelltickell.com/jobs

Closing date | Friday 22nd October 2021 (12 noon)

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Recruitment 020 3434 0990

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