



RECRUITMENT

Board Members

Contents

CONTENTS	PAGE
Welcome Letter from our Chair	1
Media Advertisement	2
About Watmos	3 – 6
Governance Structure	7
Group Board and Executive Team	8
Board Member Role Description	9 – 11
Board Member Person Specification	12
How to Apply	13

Welcome Letter

Welcome Letter from our Chair

December 2021

Dear Applicant,

Thank you for interest in becoming a **Board Member** at Watmos Community Homes. Now is a particularly exciting time to join the Watmos Community Homes Group Board to assist us in bringing to life our ambitious plans to change and improve the way we deliver services that are valued by our residents.

We have the following vacancies:

- Independent Board Member/Chair of Audit Committee.
- Co-opted Board Member x 2.
- Watmos Resident Board Member.

We are particularly interested in hearing from candidates with **one or more** of the following skills – **financial management, risk management, landlord health and safety, delivery of customer focused services, strategic asset management, development or knowledge of one of Watmos' key user groups i.e. residents and service users.**

We are different from other housing providers. Our unique model places residents at the heart of the running of our organisation and our governance structures. Decisions about what we do as a business are driven by the residents that live in our homes. We have very high levels of resident satisfaction, which we attribute to the fact that we are both resident-led and managed.

Watmos Community Homes is made up of ten tenant management organisations and owns just over 2700 tenanted homes for rent in Walsall, West Midlands and Lambeth, London as well as managing approximately 400 leasehold properties. The Board and the leadership team take responsibility for our long-term financial sustainability by ensuring resources are in place to carry out our activities and invest in our strategic priorities. They also advise and give guidance on national and regional public policy including forthcoming initiatives in housing, legislation, the economy and financial considerations, sociological and environmental impacts.

The recent challenges faced by the sector including the pandemic and the lessons learned from the Grenfell tragedy, have highlighted to us how important our partnership between the Board, the leadership team and our residents is. It provides us with a robust operating model to ensure that we have high quality homes and strong communities.

In line with our ethos as an organisation we are committed to creating a diverse and inclusive organisation, with a strong sense of belonging where everyone knows their opinions matter and their talents can be fully utilised. We are keen to have a Board that includes people from a range of backgrounds who have different life experiences.

If you would like an informal discussion regarding the role please contact David Saunders from our Executive Team on 07802 463182.



Best wishes,

Richard Worrall

Richard Worrall
Chair

Advertisement

Media Advertisement for Board Members



Board Members x 4 as detailed below:

- Independent Board Member/Chair of Audit Committee.
- Co-opted Board Member x 2.
- Watmos Resident Board Member.

Remuneration:
These are voluntary, unpaid roles. All expenses paid.

Location:
Walsall, West Midlands or Lambeth, London.

Leading the way in resident managed housing Watmos' inclusive approach has put it at the forefront of transforming communities and surpassing expectations. We are seeking dedicated Board Members who share our vision for improving people's lives.

This is an exciting opportunity to gain Board experience and make a real difference to our homes and local communities as we continue with the next stage of our transformation.

We are particularly interested in hearing from candidates with one or more of the following skills – financial management, risk management, landlord health and safety, delivery of customer focused services, strategic asset management, development or knowledge of one of Watmos' key user groups i.e. residents and service users.

Together with other Board Members you will have responsibility for the overall strategic direction of the company. As well as skills in one or more of the above areas you will understand how to be a positive role model, how to actively promote good governance and have a genuine belief in the value of diversity and inclusion.

In line with our ethos as an organisation we are committed to creating a diverse and inclusive organisation with a sense of belonging, where everyone knows their opinions matter and their talents can be fully utilised. We are keen to have a Board that includes people from a range of backgrounds who have different life experiences.

To download a recruitment information pack and complete an online application form:

Visit: <https://watmos.current-vacancies.com/v?id=WATMOSCOMM&t=Watmos-Careers>

E-mail: recruitment@watmos.org.uk

Closing Date: 23rd December 2021

About Watmos

Mission, Key Principles and Corporate Direction

Watmos Community Homes is a unique social housing landlord owning just over 2,700 homes for rent and 400 leasehold properties in the Walsall area of the West Midlands and Lambeth in London, with staff teams in both areas. As a charitable housing provider, our main role is to provide accommodation for people in need of housing. We are founded on the principles of inclusion and resident empowerment in a culture which values people's individual and collective contribution to their community. Watmos Community Homes (WCH) is based around ten Tenant Management Organisations (TMOs) who have successfully managed their own estates for many years and who provide local housing services on behalf of the WCH Group. The TMOs are run by elected resident committees who employ their own staff providing housing services and looking after their estates.

OUR MISSION

Our mission is:

“Developing strong, sustainable communities, within safe and pleasant neighbourhoods through resident control and locally accountable tenant management.”

KEY PRINCIPLES

Watmos was set up to build on the success of tenant management in Walsall and as a social housing landlord we are proud to offer something a bit different.

Our approach is based on four key principles:

1. Tenants and residents should be in the driving seat, empowered, encouraged and supported to manage their own estates.
2. Housing services should be organised locally with accessible staff based in offices within walking distance on every estate. Service standards should be agreed within each locality that reflect the priorities set by the tenants.
3. Our estates should be attractive, desirable and offer a high level of security.
4. We shouldn't just be managing housing; we should be building a real sense of community where people look after one another.

These principles are important to us and through them we aim to provide tenants and residents with good housing conditions that meet their needs and exceed their expectations within communities that encourage people to reach their potential and improve the quality of life for themselves and others.

We aim to be one of the best housing associations in the country and demonstrate that tenant management and local community control really works.

OUR CORPORATE DIRECTION

Our corporate direction is decided through tenant consultation. Tenants and residents are encouraged to participate in setting the aims, objectives and priorities of our organisation, driving Watmos in the direction that our tenants are passionate about. Our tenant satisfaction is high and our people are able to witness the shaping of the organisation through their priorities.

About Watmos

Vision and Values

OUR VISION AND VALUES

Democratic local resident control and service delivery through tenant management organisations

We recognise that, first and foremost, the success of a landlord is based on getting the basics right. We believe that our tenants and residents are best placed to work with us to set, scrutinise and deliver the services we provide and to ensure we maintain an effective and efficient approach to managing our business.

Providing a secure and pleasant residential environment

We know that many tenants and residents have chosen to live on a TMO-managed area because of the attractive estate environment and feeling of security that has been created. We intend to protect and extend this feature of our neighbourhoods by maintaining our homes in good condition, effective tenancy management, control of nuisance and investment in environmental improvements.

Working with others to provide strong sustainable community controlled housing

We aim to promote the values of community-controlled housing and demonstrate the benefits of tenant and resident management. We are convinced that services under the democratic control of their users are more likely to be in tune with their genuine needs and requirements. We will work with like-minded organisations locally, regionally and nationally to promote and raise the profile of community-controlled housing and strengthen the sector within the wider housing world.

Offering social and personal development opportunities

Being involved in the WCH Group provides tenants and residents with personal development opportunities. We value the contribution made by our people and we will ensure we provide them with the training and support to enable them to effectively participate.

Offering value for money

We are committed to ensure that the ethos of financial efficiency is a primary objective and that we scrutinise the value of each and every service we offer. We will ensure Watmos Community Homes remains financially strong without affecting the high standard of local housing services we strive to offer.

Working with others to provide strong sustainable community led housing

By working with key stakeholders we promote the values of community-led housing, demonstrate the benefits of tenant management, protect social tenants' right to manage their homes and champion the housing co-operative principles. We believe that services led by tenants are more likely to be in tune with their genuine needs. Working together with like-minded organisations locally, regionally and nationally Watmos Community Homes promote and raise the profile of community-led housing and strengthen the co-operative housing sector within the wider housing world.

About Watmos

Corporate Priorities

OUR CORPORATE PRIORITIES 2018–2023

Investing in our Homes and Neighbourhoods

We know that our residents really value being part of a community. It matters to them and that's why it's important to help them maintain their home, improve their environment and instil a sense of pride about the area they live in.

At a strategic and enabling level we will aim to achieve this by:-

- Continuing to provide high quality homes exceeding the National Decent Homes standard supported by a plan to invest in the current and future needs of properties and estates.
- Achieving real tenant satisfaction in all areas of our work by providing excellent resident led repairs services shaped to meet local area priorities
- Improving the financial and social returns from our housing and non housing assets.

Promoting Community Empowerment, Involvement and Social Value across our Operations

Involving our residents is essential to the way we work. The development of effective resident empowerment and participation, from governance level to service delivery, ensures we accurately meet the needs and expectations of our customers. By co-designing our services we can share decision-making power with the people who matter. This means their voices are heard, valued and debated before any actions are carried out.

We aim to achieve this by:-

- Connecting with existing groups and plan any activities with an understanding of what's already happening in an area.
- Providing support groups to create more social action-based options for people who need guidance.
- Ensuring social action flourishes by removing barriers and reducing inequalities to encourage more reluctant groups to participate.
- Supporting the local economy
- Improving our external image, community relations and service delivery

About Watmos

Corporate Priorities

Organisational Prosperity

We are a unique organisation that offers its tenants more than just housing. We know the difference our approach has made to improving quality of life. We want to ensure that the organisation prospers to enable more people to benefit now and in the future. We aim to achieve this by:-

- Growing our organisation strategically by stock transfer, acquisition and or new build.
- Building excellent working relationships and partnerships.
- Improve our financial efficiency and strength.
- Improving our internal and external communication.
- Increasing our profile and influence within social housing and mutual housing models.
- Supporting and encouraging like-minded organisations.
- Offering greater transparency in our financial business and offering excellent Value for Money.
- Identifying uneconomic stock.

Investing in Our People

We know our organisations success is due to the dedication of our volunteers and our staff. We value the contribution made by each and every person in helping us set and meet our corporate priorities. We want to continue that success by ensuring that we can identify and provide the support needed to enable our people to continue to effectively contribute to the organisation. We aim to achieve this by:-

- Continuing to help people to shape their destiny and realise their potential.
- Reviewing our current support mechanisms.
- Maintaining maximum involvement in the decision making process.
- Celebrating and communicating our success.

Delivering and Improving our Community Led Housing Services

Understanding our performance across a range of indicators is vital to making sure we meet our corporate priorities. These have been identified by our residents and stakeholders using consultation events across the Group. This helps us make sure the services we provide as a landlord genuinely meet the needs of our communities. It also determines whether they're up to date and offer value for money whilst maintaining the ethos and values of Watmos Community Homes.

We aim to achieve this by:-

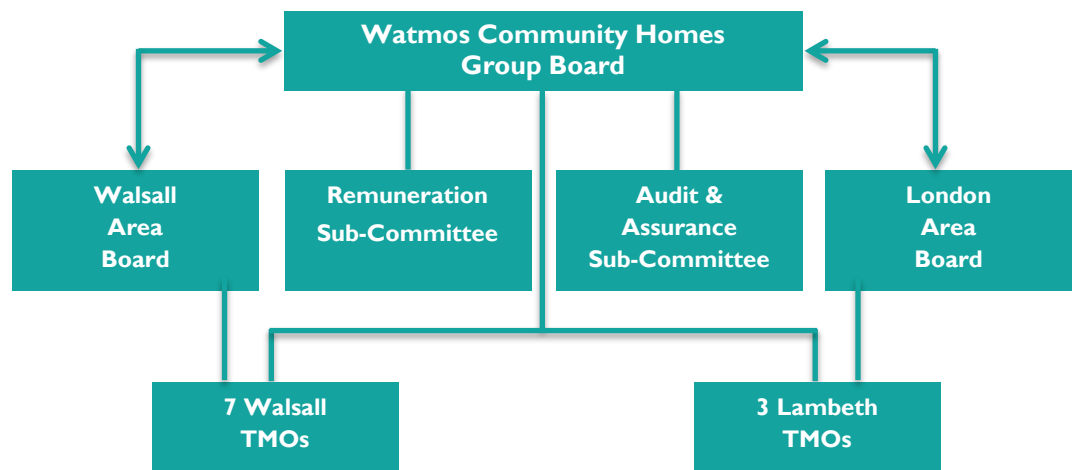
- Being a great landlord offering locally based, high quality services.
- Being efficient and effective in meeting the services needs of our residents.
- Achieving high levels of tenant and leaseholder satisfaction.

Governance Structure

Watmos Community Homes Governance Structure

The Watmos Group Board is currently made up of 10 voluntary unpaid directors. 6 are resident members and 4 are independent members. Each Group Board member brings specific skills and experience to the organisation. The Board decides the general direction of the organisation, agrees its strategies and policies, monitors the performance of services to residents and adheres to strict financial procedures and rules.

Our governance model embodies the principles of excellent governance and is designed to ensure the organisation's strategies are shaped by residents drawing on the views of the Executive Team, partners and stakeholders.



Board Members may remain on the Board for up to three years. At this time there is the opportunity to be re-elected and re-appointed for a maximum of two further terms with an overall nine year cap on tenure.

All Board members are volunteers and receive out-of-pocket expenses incurred through attending our meetings.

They apply their time, skills and experience for the benefit of the residents Watmos serves.

Group Board & Executive Team

Watmos Community Homes Group Board and Executive Team

Richard Worrall **Chair of the Watmos Community Homes Group Board/Resident Board Member**

Richard has been an elected member on Walsall Council for a total of 32 years since 1980, a member of West Midlands County Council from 1981 until abolition in 1986, and subsequently a member of the West Midlands Transport Authority for a total of 25 years up to the present. As a Councillor, Richard took an active interest in Council housing and in particular was closely involved with the developing movement towards tenant management which culminated in the transfer of the Walsall TMOs to Watmos at the time of the transfer from Walsall Council. Richard spent his career teaching basic skills (literacy and English for Speakers of Other Languages) right across the West Midlands conurbation, mainly to adults. Since the early 2000s, Richard has been a tenant at Burrowes Street, and for most of that time the TMO Management Committee Secretary.

Lynne Nicholls **Vice-Chair of the Watmos Community Homes Group Board/Independent Board Member**

Lynne is a long-standing London housing sector professional, with specialisms in Service Charges, Section 20 consultation, system migrations, and diversity and inclusion. She has previously headed up Regional Service Charges and Section 20 at Clarion Housing. Lynne is a passionate LGBT+ activist and has chaired the Pink Singers - the longest-running LGBT choir in Europe, which provided plenty of experience of working with diverse people in different areas of the UK, Europe and further abroad. Lynne has co-chaired both Clarion's LGBT+ staff network and HouseProud the national network for LGBT+ Housing professions. She has organised a vast number of housing staff and residents from many organisations to come together each year at London Pride and founded HouseProud's bi-annual conference.

Resident Board Members

Pat Davies	Avenues TMO
Barry Dutton	Sandbank TMO
David Keeley	Ethelred TMO
James Mummery	METMO
Jonathan Palmer	Ethelred TMO

Independent Board Members

Mark Leffler	Independent Board Member
Karl Linder	Independent Board Member
Tim Render	Independent Board Member

Watmos Executive Team

Kul Bains	Chief Executive
David Saunders	Executive Director of Resources and Company Secretary
Yusef Masih	Executive Director of Housing and Communities
Jason Holder	Executive Director of Asset Management and Regeneration

Board Member

Role Description

Role Description

Job Title:

There are four Board Member roles available as detailed below: -

- Independent Board Member/Chair of Audit Committee.
- Co-opted Board Member x 2.
- Resident Board Member.

Responsible to:

The Chair of the Watmos Board

Time Commitment:

Attend a minimum of 6 Board evening meetings per year.

Attend other special meetings of the Board (2-3 per year).

Attend the occasional 'Away Day' or 'Away Weekend'.

Attend the occasional training/briefing session.

Attend sub-committee meetings as required.

Remuneration:

Unpaid

Expenses:

Expenses are paid as detailed in the relevant policy.

Location:

Walsall, West Midlands or Lambeth, London.

Job Purpose

- To develop strategy and policy at Watmos, ensuring financial viability, delivery of business objectives and customer service excellence.
- To be accountable for the direction and control of Watmos, setting the vision and values and ensuring these are in the Business Plan, strategies and policies.
- To work with senior staff to enable the smooth transition of strategy to operational achievement.

Objectives of the Role

- To ensure that Watmos is governed efficiently, effectively and in line with the requirements of the law, the Rules of the Association, the Standing Orders, the Housing Regulator and best practice, upholding the principles of good governance.
- To work with Board Members and the Executive Management Team to set, maintain and uphold the vision, mission and objectives of the organisation.
- To ensure that the business is financially viable, agreeing capital and revenue budgets and approving financial strategies which drive the business plan.
- To agree a framework of effective control systems, which enable all risks to be identified, assessed and managed.
- To review and monitor performance.
- To contribute to a review of present and future strengths, opportunities, threats and risks.
- To work to achieve an equitable balance between the interests of current and future residents and service users and the short term requirements and long term interests and viability of Watmos.
- To ensure human resource capacity and capability meet the delivery of objectives.

Board Member Role Description

Role Description

Key Expectations of Board Members

Board Members must be well informed, undertake appropriate background reading and commit to development and training to manage and appreciate the key business activities and risks in the sector. Board Members will:

- Ensure decisions are well founded.
- Participate in discussions and decision making, helping to form a consensus, sharing collective responsibility for and upholding Board decisions.
- Attend appraisals and training courses agreed necessary for individual development.
- Prepare for, attend and participate in reviews linked to individual appraisals and that of the whole Board,
- Uphold the values of Watmos, making sure decisions taken by the Board are in the best interests of the organisation.
- Take opportunities to promote and be an ambassador for Watmos supporting and representing the work of WATMOS by engaging with residents and agencies with which Watmos works.
- Treat information gained as a Board Member in confidence as described in the Board Members Code of Conduct.
- Develop and maintain good working relationships with the Board and Executive Management team.
- Adhere to the Agreement of Services and Code of Conduct.

Requirements for Membership of the Board

Membership is denied to Watmos staff, anyone declared bankrupt and residents who are in breach of their obligations as a customer e.g. who are in rent or service charge arrears.

Watmos may choose to interview, seek references and run checks, including Criminal Record checks, prior to appointment to the Board.

The Board reserves the right to remove Watmos Board Members under the Standing Orders.

Board Member Person Specification

Person Specification

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
Professional Knowledge & Experience			
1.	Professional experience in one or more of the following areas: financial management, risk management, landlord health and safety, delivery of customer focused services, strategic asset management, development or knowledge of one of Watmos' key user groups i.e. residents and service users.	✓	✓
Skills & Abilities			
1.	A supportive team member, with sufficient expertise and knowledge to contribute to Watmos short and long term success.	✓	✓
2.	Knowledge and/or experience of the diversity of the area in which Watmos operates.	✓	✓
3.	Ability to work effectively with other Board Members and senior staff and contribute to forming a consensus in making decisions.	✓	✓
4.	Ability to analyse written and numerical reports presented to the Board and express views, challenging constructively and making balanced and informed decisions,	✓	✓
5.	Ability to consider the long term implications, spotting opportunities, identifying key risks and the means of mitigating them, whilst maintaining a high degree of integrity.	✓	✓
6.	Ability to assess the housing and support needs of the communities in which Watmos works.	✓	✓

Board Member Person Specification

Person Specification

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
Skills & Abilities (continued)			
7.	Ability to act as an ambassador for Watmos at formal and informal gatherings.	✓	✓
8.	Genuine interest and commitment to the provision of social housing services and the building of communities	✓	✓
9.	Commitment to Watmos' diversity, inclusion and resident engagement policies.	✓	✓

How to Apply

How to Apply

To download a recruitment information pack and complete an online application form:

Visit: <https://watmos.current-vacancies.com/v?id=WATMOSCOMM&t=Watmos-Careers>

Before completing your application, please read the role description and the person specification carefully.

The selection panel will only short list applicants who have demonstrated on their application form that they meet the criteria on the person specification.

Consider how all your education, training, skills and experience relate to your application.

You may refer to, not only your paid work, but also any voluntary work and your personal activities.

You must complete the online application fully including all education, all employment history and additional information.

Interviews will be held via Zoom.

The closing date is 23rd December 2021.