

# Tenant Board/Committee Member Recruitment Pack



If you're passionate about our people and places and believe you could be a force for positive change, **we want to hear from you!**

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## 1. Introduction from the Chief Executive

Thank you for expressing an interest in joining the Parent Board or People & Places Committee here at Southway. We are a community-focused social business and landlord that provides high-quality affordable homes for rent and sale, as well as a range of community investment services in South Manchester. Our vision is of **Thriving Communities** and our priorities are the people, homes, and neighbourhoods where we work. We aspire to a governance structure that reflects our tenants and the wider communities in which we operate.

Our Board and Committees are responsible for upholding high standards and ensuring that the Trust is governed with the best interests of the organisation and its tenants at the centre. Members are collectively responsible and accountable for ensuring that the Trust is performing well, remains solvent and complies with all of its obligations.

We currently have two vacancies for Tenant Members - one on our Parent Board and one on our People & Places Committee. We are looking for people who have a genuine passion for social housing, and commitment to helping their fellow residents and the communities of South Manchester. You should be able to actively participate and contribute your views on Board or Committee matters, working as part of a strong team and representing tenants and communities on the Board/Committee in relation to strategic issues.

As ambassadors, members represent the Board or Committee both in and out of the boardroom. This can range from talking with friends and fellow residents about the good work the organisation does to attending meetings with auditors and other external stakeholders. As representatives of the Trust, members are expected to always act with the highest level of integrity.

The Parent Board has overall responsibility and accountability for Southway's operations - what we do and how we do it. It sets our strategies and financial plans and oversees their delivery to ensure that we achieve our objectives.

The People and Places Committee is the focus for monitoring the delivery of our core affordable landlord services. It sets policies and scrutinises performance. This Committee is responsible for ensuring the Trust understands the impact the landlord service has on local communities. It will receive reports and feedback directly from tenant groups and consultations.

Being part of either our Parent Board or our People & Places Committee is an excellent opportunity to be involved in making a real difference in your community.

This pack provides further information about the roles and the application process.

I wish you every success in your application.



Karen Mitchell

## 2. Equalities Statement

Southway is committed to diversity and inclusion. We aspire to a governance structure that reflects our tenants and the wider communities in which we operate. We encourage people from all backgrounds and experiences to apply for roles in our governance structure and welcome a diverse range of people. We value the different skills, experiences and perspectives that can come from people with a diverse range of backgrounds as we know this enhances our organisation.

We particularly, though not exclusively, welcome applications from disabled people, people who identify as women, people who identify as LGBT+, and BIPOC, or veterans of the Armed Forces. As a Disability Confident employer and member of the Armed Forces Covenant, all applicants who have a disability or are ex-Armed Forces that meet the minimum required criteria for the post will be invited to interview. If you have a disability or are ex-Armed Forces, please tell us about this on your application form.

This pack includes written material and a written application process. If you would prefer or require a different approach to allow you to show your best, please get in touch for further guidance. Audio and visual recorded applications will also be accepted where they cover the same requirements.

If you need reasonable adjustments for any part of the recruitment process, please contact the Governance team at [governance@southwayhousing.co.uk](mailto:governance@southwayhousing.co.uk) so we can contact you directly to help.

### 3. About Southway

Southway Housing Trust is a community-based housing provider and social business established in 2007. Working in and around South Manchester we are a trusted landlord and provide good quality, affordable rented homes for around 6,000 households and employ over 270 staff.

- Our interest is in People, Homes, and Neighbourhoods. We take our role as a key stakeholder seriously, working in partnership with others to achieve more than we can alone.
- We invest over £1m every year in strengthening our communities and supporting the people who live there.
- In the 10 years up to 2026 we will have built around 1,600 new homes, the majority of which will be affordable homes for rent and low-cost home ownership.
- Over the next 5 years, we will create profit in our commercial subsidiary, Southway Plus, ring-fenced to subsidise the cost of new affordable homes in the higher-value areas of South Manchester.

#### Southway's Vision, Values and Mission

Our long-term vision is of **Thriving Communities**.

A thriving community is a place that people are proud of; homes are secure and of a good quality, and the neighbourhood is safe, clean, green, and sustainable.

People choose to live in thriving communities because they have a sense of place and belonging. People of all ages can access what they need to have a healthy and fulfilled life; equality and diversity are valued; people look out for each other.

We will track our direction of travel towards this vision. Over the next 10 years, we expect our thriving communities to be characterised by:

- Levels of child poverty reducing.
- Levels of loneliness and isolation in all age groups reducing.
- Higher levels of employment and social connectedness.
- A supply of homes that is closer to meeting needs.
- A smaller carbon footprint.
- Higher levels of satisfaction with our communities as a place to live.

The way we do things is determined by our values.

We are **Caring, Committed** and we will be **Successful Together**.

Southway Housing Trust has a clear sense of purpose:

- We provide and build homes that people on below-average incomes can afford. We understand our role as a 'steward' on behalf of our local communities.
- We are community-based. Our focus on South Manchester, and areas nearby, means we understand our neighbourhoods, and, with our tenants and residents, we know what works.
- We care about the people who live in our homes. We build trust and confidence and believe we can achieve success together.
- We use our skills and resources to address inequality, reduce poverty and improve lives in our diverse communities. We support, advise, and enable people to achieve their potential and live well.
- Our services provide value for money. We are creative in solving problems and we use our financial strength effectively. We work with others to create greater outcomes.
- We will promote what we are good at, if that helps others, and make profit for the purpose of building more affordable homes in South Manchester.

### **Futures Strategy 2020-2025**

Southway was formed in 2007 when homes were transferred from Manchester City Council. For the first few years, our focus was on delivering the promises made to tenants before the transfer. This included making improvements to homes and neighbourhoods and building a strong landlord service. All Southway homes now exceed the Decent Homes Standard, and our core landlord services achieve above-average performance and tenant satisfaction ratings.

In 2015, we published an updated Futures Strategy that set a new direction, while building on the foundations we established over the first eight years. The current version of the Futures Strategy was launched in 2020. The Strategy seeks to make the best use of Southway's financial capacity to deliver our vision and purpose, and to ensure the business is diverse and resilient.

The Strategy sets priorities for the five years to 2025. It is available to view by clicking this [link](#).

For 2023/24, we have set a Corporate Plan that focuses on making sure we listen to our tenants and improve our core services, as well as delivering our ambitious development programme and investment and decarbonisation plans for our existing homes. Feedback from our tenants has reinforced our understanding of the importance of the services we offer and of the need for clear communication. We want to get the basics right.

This means that:

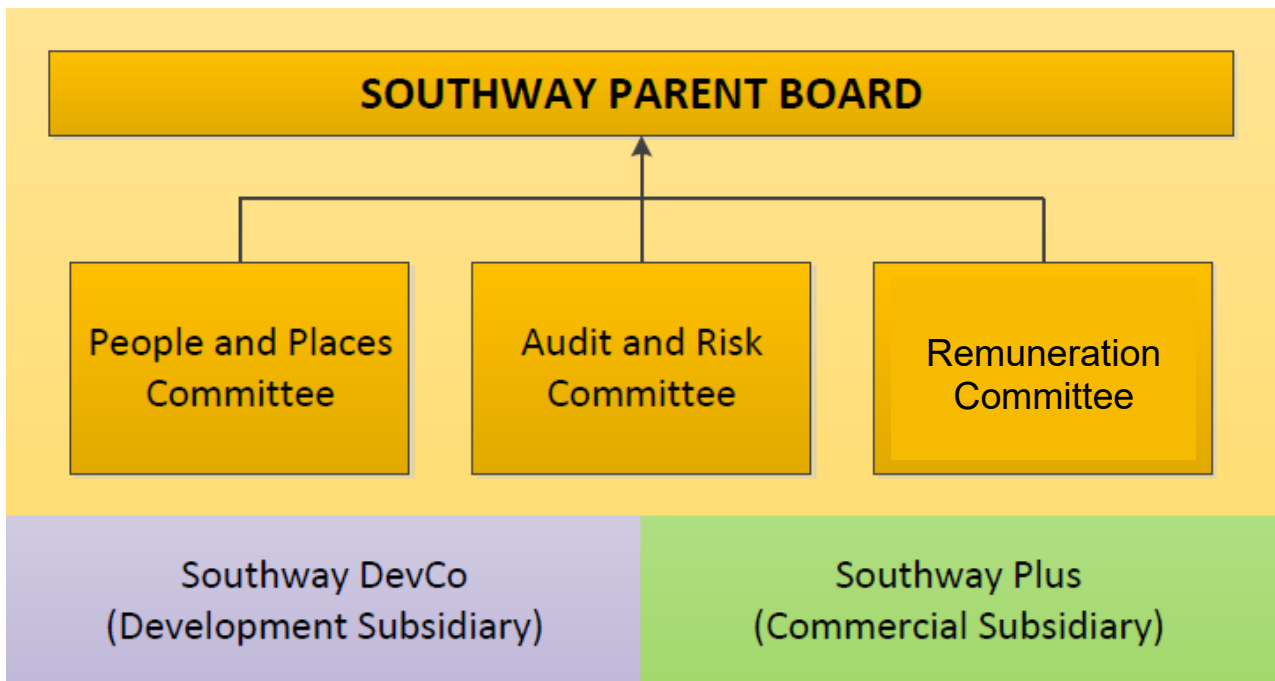
- Our core landlord and community services are accessible.
- Our homes are well maintained.
- We communicate clearly and in good time with our customers and communities.
- We are efficient and productive, making good use of our resources.

## 4. Southway's Governance Structure

**The Parent Board** has nine members, with five independents, two Southway Housing tenants and two Manchester City Council nominees, as the Council is our main strategic partner. We have recently recruited a co-optee to the Board with skills and expertise in Equality, Diversity, and Inclusion.

**The People and Places Committee** is responsible for our core affordable landlord and community investment services. It sets policies and scrutinises performance, always keeping a focus on tenant and community experience and perspective. It receives reports and feedback directly from the Tenant Scrutiny Panel and other tenant and resident groups. Local people who know our communities make up most of the membership, with five tenants and two local councillors amongst the current eight members.

Our full governance structure is below:





## 5. About the Role

### What you will bring to the role

Members in all parts of the governance structure must demonstrate a commitment to and understanding of the vision and values of the Trust, as well as being able to understand the wider organisation's activities and priorities, and make key decisions, leading the organisation effectively.

- You will understand what it's like to live in South Manchester's diverse neighbourhoods.
- You will be passionate about making positive changes for residents and communities.
- You will be willing to share your valuable insights into tenant needs and issues.
- You will be a team player and a good listener with an open mind.
- You will be able to work collectively with your fellow members and understand the importance of considering feedback from tenants and other stakeholders.
- You will work to take decisions that are in the best interests of the Trust, rather than your individual interest.
- You will be happy to contribute to Board/Committee discussions and decisions.
- You will have the confidence to ask questions.

### Required Skills, Experience & Values

- Ability to relate to work collaboratively with a wide range of people
- Commitment to act as an ambassador for the Trust and uphold its values, objectives and policies
- Commitment to act in the best interests of the Trust, rather than your own individual interest
- Willingness to undertake training in order to effectively fulfil the role
- Ability to participate and contribute to Board/Committee meetings
- Commitment to work within the [Code of Conduct](#) and to the [Regulator of Social Housing Standards](#).

### What you will do in the role

- You will help shape what we do by using your experience as a Southway resident.
- You will work with other Board/ Committee members to set objectives and agree how to meet them.
- You will complete an induction and training and read Board/Committee papers to gain a thorough understanding of Southway and the role.

- You will monitor Southway's performance and ensure we meet our obligations to residents and the local community.
- You will work with fellow members to take decisions that are in the best interest of the Trust and in line with the [Code of Conduct](#) and [Regulator Social Housing Standards](#).

### **What will you get out of the role?**

- You will gain valuable experience about how a housing association is run.
- You will get the benefit of high-quality training, enhancing your skills and knowledge.
- You will have the satisfaction of knowing that you're helping make a positive difference to local communities in South Manchester.

### **Pay and Support**

As a community-based organization with a strong commitment to the importance of volunteering, all our Board and Committee Member roles are undertaken voluntarily, which fits with Southway's ethos and direction. Members can claim a monthly discretionary allowance – this is £100 per month for Board Members and £65 per month for Committee Members.

Support can be provided based on individual needs, which will be discussed during recruitment and induction. This might include adjustments to enable a person with a disability to play an active role, or support with childcare costs where this would otherwise be a barrier to attendance.

## 6. How to Apply

Applications can be made online at [www.southwayhousing.co.uk/board-vacancy](http://www.southwayhousing.co.uk/board-vacancy) or you can email [governance@southwayhousing.co.uk](mailto:governance@southwayhousing.co.uk) for a Word or paper copy of the form.

You will be asked to:

- Complete a short section with your personal details.
- Complete a Diversity Monitoring form.
- Upload a current CV.
- Complete a short statement (ideally no more than 1000 words) explaining why you are interested in the role and why you think you would be a good candidate.

If you need support with your application, including applying in an alternative format, please contact the governance team who can advise on the requirements.

The deadline for applications is 23.59 on Tuesday 29th August. We will not accept applications submitted after this.

### Recruitment Timetable

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Wednesday 2 <sup>nd</sup> August	Open recruitment event at Southern Gate from 4-6pm
Tuesday 29th August	Deadline for applications
September - TBC	Interviews to take place

### Interviews

The interview panel will be advised to shortlisted candidates.

### Further Information

If you are interested in finding out more about either role or what they entail, Karen Mitchell, Southway's Chief Executive would be happy to meet you to have an informal discussion before you apply.

For further information on the contents of this pack, additional background information, or more detail on the recruitment process, please contact Southway's Governance Team. They can also assist if you need reasonable adjustments for any part of the recruitment process.

**All enquiries should be sent to [governance@southwayhousing.co.uk](mailto:governance@southwayhousing.co.uk)**