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Sapphire Independent Housing



Chair of the Board Recruitment Pack
March 2023





Sapphire Independent Housing

Sapphire Independent Housing - Chair of the Board Position

Thank you for your interest in this position. Enclosed is the information you will require to assist you in completing your application.

Recruitment timetable and process:

Monday 27th March Closing date:

Flexible from 4th April – 13th April (due to long Easter weekend) Screening:

Monday 24th April Sapphire interview:

Thursday 4th May (in person at Head Office, NW5 3AA) Final stage:

- Initial interviews will take place via Teams video conferencing.
- Candidates at Final stage will be invited to have an informal chat beforehand and put questions to the current chair, Dr. Jan Stiles.
- Final stage candidates will be asked to complete a personality profile in advance and to undertake a stakeholder Q&A and a board exercise on the day.
- The successful candidate will be invited to participate in the June Strategy meeting.

To apply:

Please:

- Provide an up-to-date CV which shows your full career history with any breaks explained. Please include details of all executive and non-executive roles that are currently held.
- Write a supporting statement (no more than 3 sides of A4) detailing how you are a good candidate for this post and how you fulfil the person specification.
- Complete the **Equal Opportunities Monitoring Form**. (It is not mandatory to complete this form. The information requested is purely for monitoring purposes in line with our commitment to equality and diversity and will not affect the outcome of your application).
- Email your application to rec@thehousingexecutive.com by 10.00 am Monday 27th March 2023.

If you would like to discuss any aspect, call our consultant Tony Clark at The Housing Executive on 020 7620 3048. He can also arrange an informal discussion with Heather Thomas, the Chief Executive.

We look forward to hearing from you.

Yours sincerely

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Beverly Finn

Head of HR and Central Services









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The following supplementary information is also available on these hyperlinks:

- Annual Report 2022/2023 and financial statements which can be viewed at https://www.sih-annualreport.co.uk
- Click here to view our <u>Summary Business Plan 2021-2026</u>
- Further information on Sapphire Independent Housing can be found on our website at www.sih.org

Should you have any difficulties accessing these documents, they can be emailed to you.





Sapphire Independent Housing – Chair of the Board Position

Welcome Letter

Thank you for expressing an interest in leading the Board of Sapphire Independent Housing.

I am proud to be the current Chair of Sapphire and, together with fellow Board members and the Executive Management Team, we have been taking the Association forward to the next stage in its development. Our track record in housing is established and proven and we are well placed to continue to be a preferred provider based on quality and high service standards.

We are ambitious for the services that we deliver and it is an exciting time to take on this crucial role as Chair of the Board - Sapphire have embarked on a significant development programme over the coming years, making a £35 million investment into new affordable housing.

Strong governance is vital to our continuing success, and we are looking to recruit a Chair with significant non-exec and leadership experience in a regulated sector, who shares our passion for housing.

Please do consider applying for this stimulating and rewarding role if you have an affinity with Sapphire's mission and values and can bring the knowledge and experience to steer our overall strategic direction as a highly specialised smaller registered provider.

We look forward to receiving your application.

Yours sincerely

Dr Jan Stiles Chair of the Board





Background Information for Prospective Board Members

Background

Sapphire Independent Housing is a smaller registered housing provider with 288 homes in London and Hertfordshire, with a further 100 in our development pipeline. We provide quality support and accommodation to single people in housing need, sheltered housing, general needs homes and have recently diversified into shared ownership and intermediate rented units. We currently operate in the London Boroughs of Camden, Islington, Brent and Hertsmere Borough Council and in the process of a major development programme in Hounslow.

We have a turnover of £4.1m with a quarter of this coming from support grant from local authorities and housing assets of £24m. We are active members of the g320 group of smaller housing associations and the Smaller Providers Benchmarking Club (SPBM). We are pleased to have both the Customer Service Excellence (CSE) and the Investors in People (IIP) gold standard accreditations.

Our Mission, Aims and Values

Our mission is

'Providing homes to improve lives and enabling people to live independently.'

We aim to achieve this through four strategic objectives:

- 1. To provide services that support and enhance the lives of our residents.
- 2. To have more and better homes.
- 3. To be an employer of choice.
- 4. To manage our finances well and improve our ways of working.

Our guiding values

We are guided by the following values:

Accountability: Everything we do must stand the test of scrutiny by all who have an interest in our work.

Integrity: We are always open to examine what we do and how we do it to make sure that we make the best use of our resources to meet our priorities.

Respect: We will treat everyone as an individual having an appreciation of their individual needs and wants.

Ownership: Everyone has a part to play and takes responsibility for delivering excellent services and finding solutions to challenges.





Our History

Sapphire Independent Housing was originally established in 1969, as Irish Centre Hostels and we purchased our first supported scheme, Hope House, in Kilburn in 1973, which was refurbished in 1974 and renamed Conway House. The Association purchased St. Louise a large all female hostel, from the Daughters of Charity in 1976 but as this no longer met modern day standards St Louise was closed in 2019.

In 1994 our first self-contained general needs property, Highgate Road and College Yard. was purchased using funding supplied by the Rough Sleepers Initiative. The Association went on to build three more additional self-contained general needs properties throughout the 1990s using Rough Sleepers Initiative funding to help meet the needs of single people requiring independent living.

Sapphire underwent its first rebranding in 1995, when Irish Centre Hostels changed its name to Irish Centre Housing and we had begun to diversify our services across the public housing sector.

Sapphire continued to grow throughout the nineties and St Eugene Court, our development for older independent residents, was purchased and redeveloped into 25 independent flats for the elderly in 1999. Hackett House was also purchased, in the same year from the Local Authority and up until 2016 was used as part of Sapphire's Recovery Service. Hackett House is now used as a shared general needs house, for both male and female residents, moving on from the final stages of hostel life and on to independent living.

Sapphire acquired Bethany House, our 93 bed all-female hostel, in 1999 from the YWCA along with Townsend_House from the Girls Friendly Society (GFS) in 2003 and Hepburn Court from the YWCA in 2006.

Conway House and Tara Lodge are our most recent developments. Conway House was completely refurbished as a 60 bed male hostel in 2012 and has a fully equipped Training and Resource Centre (TRC) which is open to all Pathway and Sapphire residents as well as the local community. Tara Lodge is situated adjacent to Conway House and comprises of five general needs family flats and one single bed flat.

Sapphire rebranded, in 2015 as Sapphire Independent Housing, to more accurately reflect the organisation as it is today: A modern and diverse housing association offering a mixed-tenure portfolio that provides support and services to people, some of whom have a vulnerability, in housing need across three London boroughs and South Hertfordshire.



The Present and The Future

The most significant change for us (prior to the pandemic) was the sale of our St Louise hostel in central London in 2019. The disposal of St Louise has enabled us to achieve our strategic aim to provide new modern affordable homes. In 2021 we were pleased to have purchased a mixed tenure scheme of 15 homes in Camden at Park Place. The scheme has a mixture of general needs rented flats, intermediate rented flats and four shared ownership flats. This is a new tenure for Sapphire. We are also aiming to develop 100 homes across 19 sites in Hounslow and the first five of the schemes are due to start on site in early 2023. This is a huge undertaking for Sapphire particularly in the current macroeconomic environment.



Governance at Sapphire

Sapphire's Board meets five times a year. We currently have ten members on the Board who have a broad range of expertise and experience which is relevant to Sapphire. In addition to the main Board, we have three committees:

- Development Committee
- Finance Audit and Risk (FAR) Committee
- Remuneration and Nomination Committee

See below for the Board and Committee schedules 2023 – 2024.

Sapphire is a signatory to the NHF 2020 Code of Governance and undertakes regular reviews of Board effectiveness. An induction programme will be provided to all new Board Members along with any required training.

Our Board:

Chair: Dr Jan Stiles: Jan Stiles was elected Chair in April 2017 after joining the Board in February 2014. Jan is an Independent Business Management Consultant. She first worked in industry in sales and then as a Managing Director before moving to the academic sector where she was Chief Executive Officer for Executive Education at Cambridge Judge Business School and more recently Director of Executive Education at Bath University and Director of Bath in London. Jan teaches strategy and leadership, is qualified in MBTI 1 and 2, Firo-B and Emotional Intelligence psychometrics. She is also co-author of *Finance for the General Manager* published by McGraw Hill.



Board Members:

Terry Sullivan: Terry is an experienced Quantity Surveyor and Project Manager with experience of sales, marketing and estimating large scale public sector and commercial projects. He has held the posts of Managing Director of Berkeley Partnership Homes Ltd and Sales Director for Wilmott Dixon Housing (Southern) Ltd. He currently runs his own consultancy providing cost and development advice to a range of clients. Terry joined the Board in February 2016.

Alan Johnson: Alan is a housing consultant with over 25 years' experience in the development of both private and affordable accommodation. Previously he was Group Development Director of A2Dominion Housing Group. Alan joined the Board in May 2016.

Catherine Ryder: Catherine joined the Board in September 2019. Catherine is Director of Policy and Research at the National Housing Federation. Prior to this role, she was Head of Policy, with a particular interest in supported housing, welfare and the Social Housing Green Paper. Catherine also heads up the Federation's Together with Tenants project. She has previously worked as Advisor to the Chief Executive at the Federation and recently spent some time working on economic development and housing at Coast to Capital – a Local Enterprise Partnership in Surrey and Sussex.

Mark Sweeney: Mark joined the Board in September 2019. He has extensive experience in the social housing sector having started his professional career as a housing trainee in an inner London local authority in 1982. He is currently Head of Governance at Altair, a management consultancy specialising in the social housing sector. He also has extensive previous experience as a non-Executive Director in the sector. Along the way he has also spent 10 years working in ICT and undertaking strategic project and programme management.

Reginald Parkinson: Reginald joined the Board in May 2021 with over 23 years' social housing and charity sector experience, 18 of these at senior leadership level. Reginald is CEO at Age UK Ealing and prior to this role, he was CEO at YMCA North London and before that YMCA Slough. He has particular interest in turning strategic plans into practical and valued community services.

Sandra Nwajiaku: A finance professional with over 20 years of experience across a wide variety of sectors, the last 12 years at The Crown Estate as the Lead Business Partner building effective relationships with leadership teams and driving change to meet corporate objectives. Aligned to this Sandra has a keen interest in the social housing sector and the programme of affordable housing alongside the development of robust and inclusive community programmes.

Clive Stuart: Clive joined the Board in 2021 following a 6-year term at CCHA. Clive has transitioned from a corporate career in large Construction related businesses, as an Executive Director in commercial Finance and Strategic Business Development roles, to build a business portfolio of: Management Consultancy and Coaching for SME businesses in the construction sector, particularly in strategic business leadership & people development programmes; and Non-exec roles in NfP and commercial organisations. Clive has a life-long interest in the built environment and promotes Construction Excellence & efficiency to deliver VFM and sustainable building developments. He consults with Construction leaders sharing this vision.



Charles Culling: Charles joined the Board in May 2022 and has extensive experience as a non-Executive Director in the sector. He is currently Head of Intermediate Rent and Agency Services at Network Homes Ltd. He is Chartered Surveyor (FRICS) and he is highly qualified, including MCIOB and a Chartered Environmentalist (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.

Kalwant Grewal: Kalwant is currently in a senior leadership role for one of the largest NHS Trusts in England where he contributes to shaping, designing and influencing healthcare outcomes for the local population including for children, young people and adults. He operates at strategic, operational, and financial leadership levels and has considerable board and committee level experience. Prior to this he was part of the senior leadership team for a well-known national charity for Older People. Earlier in his career Kalwant spent several years as an elected school governor in primary and secondary schools and local authority settings, including as Parent Governor Representative for all primary schools within his borough. He worked closely with Head Teachers, Ofsted Inspectors, Local Authority Leaders, and elected Councillors and helped to shape education strategy and address inequality outcomes for his local community. Kalwant also currently serves as Board Member for a Law Centre and is hugely passionate about addressing housing needs and delivering real social value to communities.





Our Executive Management Team

Heather Thomas - Chief Executive

Heather joined Sapphire in November 2016 and has 20 years' experience of working at a senior level with different registered providers. With experience of managing diverse housing tenures; she brings considerable experience and knowledge of the housing association sector.

She is also Chair of Croydon Churches Housing Association (CCHA) in South London, an Executive Committee member of the G320 Executive Committee for smaller housing associations and a corporate member of the Chartered Institute of Housing. Heather has a Masters in Organisational Behaviour and is also a guest lecturer to housing students at South Bank University.

Heather also has considerable experience in transformation, customer service, cultural change, performance improvement and governance.

Jesse Fajemisin – Operations Director

Jesse joined Sapphire in 2018 and joined the Executive Team in February 2019 as Operations Director. He has over 12 years' combined experience in housing, property and repairs and maintenance contract management. He has led services within the G15 and worked in the charity sector, so has a range of experiences across different tenures and contracts, including general needs, temporary housing, floating and accommodation-based support.

He is the Chair of the National Housing Federation's National Smaller Housing Association Network, and is a national representative on the Regulator of Social Housing's Small Provider Panel.

He is a Board Member for Gloucester City Homes, where he is also the Vice Chair of their Audit, Risk and Assurance Committee.

John McNiece - Finance Director

John is a member of the Institute of Chartered Accountants in Ireland and joined Sapphire in September 2022 having worked in a number of Finance Director and Senior finance roles in Social housing since 2014. He draws on 20 years of senior finance experience from Telecommunications, Utilities and Charity sectors with significant exposure to financial and property management and development. His roles in Social Housing have drawn heavily on this experience in terms of transformation activities, strong financial management, financial planning and treasury improvements.

Beverly Finn – Head of HR and Central Services

Beverly joined Sapphire in 2009, having previously worked in the private sector in mainly executive management support and human resource management. Beverly has a CIPD level 7 Advanced Diploma in Human Resource Management and is an Associate member of CIPD and a member of the Chartered Institute of Housing, and her focus is on organisational development, governance and leading on the organisation's communication and marketing strategy.



Sapphire Board and Committee Meetings 2023 - 2024

January 2023	23 Thursday 19th January Remuneration and Nomination Committee		
	Thursday 26th January	Finance Audit and Risk Committee	
February 2023	Thursday 9 th February	Development Committee	
	Tuesday 28th February	Board Meeting	
March 2023			
April 2023	Friday 7th to Monday 10th April	Easter	
	Thursday 20 th April	Finance Audit and Risk Committee	
	Thursday 27 th April	Remuneration and Nomination Committee	
May 2023	Monday 1st May	May Day Bank Holiday	
	Tuesday 16th May	Board Meeting	
	Thursday 25 th May	Development Committee	
	Monday 29 th May	Spring Bank Holiday (Whitsun)	
June 2023	Tuesday 13 th June in person	Board Strategy Away Day	
	Thursday 29 th June	Finance Audit and Risk Committee	
July 2023	Thursday 6 th July	Remuneration and Nomination Committee	
	Tuesday 18th July	Board Meeting	
August 2023	Monday 28th August	Late summer Bank Holiday	
September 2023	Tuesday 19 September	Board Meeting	
October 2023	Thursday 5 th October	Development Committee	
	Thursday 19 October	Finance Audit and Risk Committee	
November 2023	Thursday 10 th November	Remuneration and Nomination Committee	
December 2023	Tuesday 5th Dec	In-person*Board Meeting and Christmas Dinner	
	Monday 25th December Tuesday 26 th December	Christmas Day & Boxing Day	
January 2024	Thursday 25th January 2024	Finance Audit and Risk Committee	
February 2024	Tuesday 27 th February 2024	Board Meeting	

There are two proposed 'in person' meetings in 2023 – Board Away Day on Tuesday 13th June and the 5th of December Board meeting and Christmas meal. The remaining Board and Committee meetings will be held by Zoom. Board meetings are on Tuesdays. Committee meetings are on Thursdays. All meetings start at 4pm unless another time is agreed.



Chair

Role Profile and Person Specification

Purpose of role

To lead the Board in its responsibilities for setting the strategic vision and direction of the organisation, in line with regulatory requirements and the Association's objectives through good governance and effective strategic planning.

Core tasks and responsibilities

Lead the organisation and the Board:

- Play an active part in ensuring that the Board delivers its key strategic role in securing the organisation's long-term effectiveness, viability and sustainability, within the agreed Terms of Reference.
- Establish a constructive working relationship with, and provide support for, the Chief Executive and ensure that the Board as a whole acts in partnership with senior staff.

Promote good governance:

- Ensure compliance with the Association's financial regulations, standing orders, delegated authorities and the Social Housing Regulator's Regulatory Code.
- Ensure Sapphire follows the recommendations of the NHF Code, of Governance and, successor codes as appropriate.
- Ensure the Board is comprised of suitably qualified and skilled members who understand their roles and responsibilities.
- Ensure that all board members are given the opportunity to express their views and that
 appropriate standards of behaviour are maintained in accordance with a code of conduct
 approved by the Board.
- Promote effective governance of the organisation, including playing a lead role in shaping the Board's development and effectiveness, appropriate Board member appraisal, development and support arrangements.
- Ensure key issues are discussed by the Board in a timely manner with appropriate information available; and that the Board receives professional advice when it is needed, either from its senior staff or from external sources.

Oversee the performance of the Board:

- Ensure the Board's business is conducted efficiently and effectively through a framework of delegation and systems of internal control.
- Implement frameworks for effective financial control, identification and management of risk; and ensure that new initiatives, changes of policy, serious problems and matters which involve significant risk or controversy are brought promptly to the attention of the Board.
- Ensure that the Board delegates sufficient authority to its committees, the Chair, the Chief Executive and others to enable the business of the organisation to be carried on effectively between meetings of the Board; and also to ensure that the Board monitors the use of these delegated powers.



- Lead the Board in scrutinising and reviewing performance against agreed targets, objectives and budgets; customer feedback and the performance of comparable organisations.
- Work collaboratively with the Senior Board Member to maintain Board effectiveness.

Chief Executive and Senior Staff:

- Build and maintain an effective and constructive working relationship with the Chief Executive and other senior staff.
- Formally line manage the Chief Executive, providing advice, support and challenge as required.
- Ensure that the Board makes proper arrangements to appraise the performance of the Chief Executive and determine the remuneration of the Chief Executive in conjunction with the Board, and when necessary, ensure that the Chief Executive is replaced in a timely and orderly fashion.

Relationships and representing the organisation:

- Build and maintain good relationships with residents and key stakeholders, including the regulator, GLA and HCA, local authorities, lenders etc.
- Act as an ambassador and representative for the organisation, upholding the reputation of the Association and its values, objectives and principles.

Other:

- Work in the best interests of the organisation and the Association.
- Be familiar and keep up to date with sector issues.
- Role model good governance practices and behaviours.

Person specification

Core competencies

- Able to lead and inspire the Board, building confidence in the governance arrangements at Sapphire Independent Housing.
- Strong communication and interpersonal skills, able to liaise effectively with a wide range of stakeholders and audiences.
- Strategic thinking, able to analyse complex information, demonstrate clear analytical intellect and guide rational decision-making.
- Able to lead the organisation through periods of change.
- Support the values, ethos and social housing objectives of the Association.
- To be passionate about social housing, especially supported housing.

Knowledge and experience

- Experience of operating at a senior level (either executive or non-executive) within a customer focussed service organisation.
- Knowledge of the regulated social housing sector, issues and risks.
- Governance, organisational leadership, and strategic management experience in a regulated or public service environment.
- Experience of chairing boards or committees and working effectively with a wide range of stakeholders, including service users.



Skills and abilities

- Strong strategic planning skills, able to develop a strategic vision lead an organisation through change.
- Able to assess risk, promote risk awareness and assurance.
- Able to challenge appropriately and hold the Board and senior staff to account; with a wider vision to raise standards across the organisation.
- Skilled at bringing people together to generate a strong team spirit, able to work collaboratively, building consensus and encouraging 'cabinet style' decision making.
- IT literate, comfortable with chairing, attending virtual meetings, and using software applications.

Personal behaviour and style

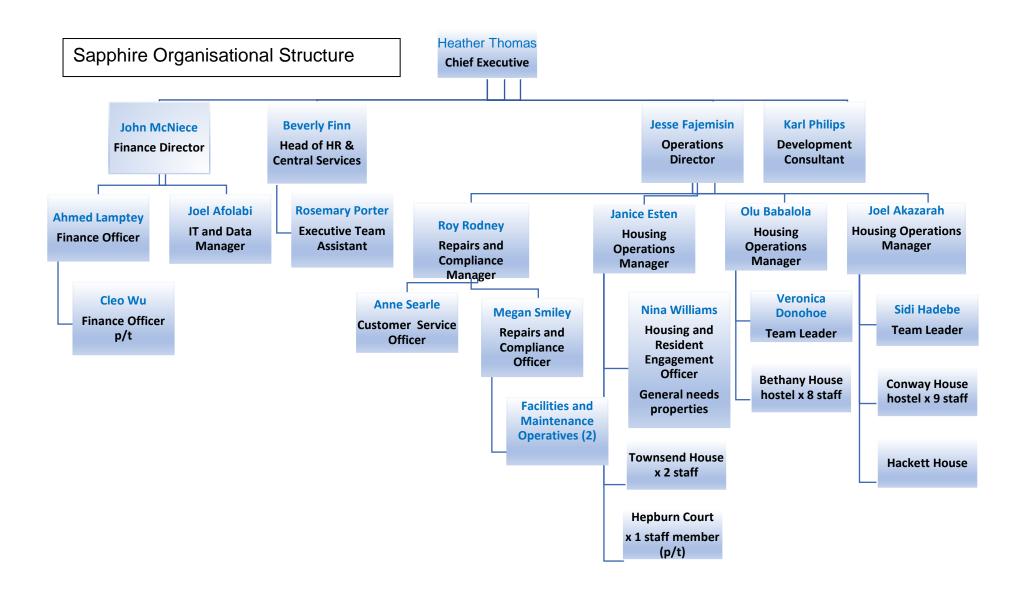
- Actively role models the professional conduct expected of the Board.
- Proactively demonstrates a strong commitment to equality, diversity, inclusion and Sapphire's values of respect, integrity, ownership and accountability.
- Passionate about service improvements; strongly champions the rights of residents and customers to have excellent services.
- Listens to others and provides decisive decision-making when it is required.
- Enabling and supportive management style that motivates staff to deliver the best.
- Demonstrates credibility and integrity.
- Open to learning and development, for self, staff, and the Board; fosters a learning culture throughout the organisation.
- Has the time, flexibility and commitment to effectively discharge the responsibilities of the post of Chair.
- Is able to devote approximately two days a month to the role.

Conditions Of Service (Subject to contract)

Post: Chair of the Board **Term:** 2 terms of 3 years

Commitment: An indicative expectation of approximately 2 days per month

Remuneration: £4,500 pa



Diversity Monitoring Form

At Sapphire Independent Housing Ltd we are wholly committed to both the principle and operation of equality. This is demonstrated by how we deliver our services to our residents and in the way that we support our own staff. We wish to ensure that all applicants are treated fairly and appointed solely on their suitability for the post irrespective of race, gender, age, disability, caring responsibilities, sexual orientation or religion. We monitor the recruitment process to ensure we are meeting our diversity and equality aims and the information given by you will only be used to assist us in doing this.

To help us monitor the effectiveness of our equal opportunities policy please complete the following form. The information given on this form will be kept separately from the information used in the recruitment process. All information is strictly confidential and will only be used for statistical purposes. Only restricted and authorised personnel will have access to this data. The information you give on this form will be treated separately from your application and will not be considered in regards to your recruitment or the selection process.

The information recorded below is collected and processed in accordance with the consent given in our privacy statement. If you prefer not to answer any of the questions, we will respect your viewpoint and your registration will not be affected in any way.

<u>AGE</u>		<u>GENDER</u>				
18-30 31-40 41-50	51-65 65+ Prefer not to say	Female Male Non-binary Prefer not to say Prefer to use own term: please specify				
CARING RESPONSIBILITIES Do you have any dependents that you have caring responsibilities for? Yes No						
DISABILITY						
Defined as an individual who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.						

Definitions (for the purposes of the Act):

- Substantial means neither minor nor trivial.
- Long term means that the effect of the impairment has lasted or is likely to last for at least
 12 months (there are special rules covering recurring or fluctuating conditions).
- Normal day-to-day activities include everyday things like eating, washing, walking and going shopping.

Yes. I consider myself to have a disability, as defined by the Equality Act 2010
No

ETHNIC ORIGIN

Please note that ethnic questions are not about nationality, place of birth or citizenship. UK citizens may belong to any of the ethnic categories indicated.

[The following categories are those in the 2011 census]

Asian / Asian British	African / Caribbean / Black / Black British		
Bangladeshi Chinese Indian Pakistani Asian Other	Black African Black Caribbean Any other African / Caribbea	an / Black background	
Mixed / Multiple Ethnic Groups Asian & White Black African & White Black Caribbean & White Mixed Other Arab Any other group, please special	White English / Welsh / Scottish / Irish Gypsy or Irish Traveller White Other Prefer not to say cify:	Northern Irish / British	
RELIGION/BELIEFS What is your religion or belief? [The following categories are those Buddhist Christian (including Church of England, and all other Christian denominated Hindu Other (please state):	Catholic, Protestant	Jewish Muslim Sikh Prefer not to say No religion (including humanist, atheist & agnostic)	
SEXUAL ORIENTATION What is your sexual orientation Stonewall, the lesbian, gay and bi Bisexual Gay Man Gay Woman / Lesbian Heterosexual / Straight Prefer not to say Other (please state):	: [The following categories are those isexual charity]	e recommended by	