



Resident Board Member Role Description

Purpose

To take ultimate responsibility, with fellow Board Members, for providing leadership and directing the affairs of SW9 Community Housing, ensuring that it is solvent, well-run and delivering the outcomes for the benefit of the local community, stakeholders and other beneficiaries identified in the Business Plan.

Main responsibilities

The principal responsibilities of a Resident Board Member are to bring a resident's perspective to the following responsibilities of all Board Members:

Legal

1. To ensure that SW9 complies with all legal requirements – under company and charity law – particularly to prepare an Annual Return, Annual Report and accounts. To comply with any other legal or regulatory requirements.
2. To ensure that SW9 pursues its charitable objects, whilst providing a public beneficial outcome.
3. To ensure that SW9 uses its resources effectively, efficiently and exclusively in pursuance of its charitable objects.
4. To uphold the fiduciary duty invested in the position, undertaking such duties in a way that adds to public confidence in SW9.
5. To act at all times in the best interests of SW9, its beneficiaries and future beneficiaries.
6. To ensure compliance with the terms of the Rental Sale Agreement at all times.

Strategic

To contribute actively to the Board's role in determining SW9's strategic direction. This entails setting an overall policy, defining goals and objectives; evaluating opportunities and risks, and monitoring performance against agreed targets. Furthermore to keep under review SW9's long-term development, in light of the political, economic and social environment within which it operates.

1. To safeguard SW9's reputation and to uphold its values and principles.



Financial and risk

1. To ensure SW9's financial stability and viability.
2. To ensure a framework of prudent and effective controls, which enables risk to be identified, assessed and managed, is in place.

Services

1. Ensure that SW9 delivers excellent customer services which, as a minimum, meet all the requirements of CTH as set out in the Rental Sale Agreement.

Other

1. Appoint and, where necessary, dismiss the Executive Director.
2. To ensure effective and efficient administration for SW9 and strive for the governance best practice.
3. To take appropriate professional advice on matters where there may be material risk to SW9.
4. To uphold and promote the mission, vision and values of SW9 and its commitment to equal opportunities and diversity.
5. To attend induction and training programmes.
6. To maintain the confidentiality of all sensitive / confidential information received in the course of a Board Member's responsibilities.
7. To use professional and personal skills, networks, and local knowledge to assist SW9 to develop as a well-run business, achieving its aims.
8. To act with integrity and avoid any personal conflicts of interest or misuse of charity funds or assets and to comply with the SW9 Board Member Code of Conduct.
9. To undertake such duties as may reasonably be required, including participating in meetings, other events and activities.



Person specification

Abilities and Skills

(i) Ability to perform the individual core functions of a Board Member:

- Able to read and absorb information on full range of SW9's business areas.
- Ability to probe facts, challenge assumptions and identify the advantages and disadvantages of proposals.
- Ability to work at a strategic level, think creatively and criticise constructively.
- Good, independent judgement and a willingness to speak their mind.

(ii) To be able to work as a team member

- Develop and maintain constructive working relationships with colleagues.

(iii) Understanding of and commitment to supporting diversity:

- Understand equal opportunities principles.
- Support for maintaining and developing a diverse community.

(iv) To be able to exercise financial control:

- Evaluate and review financial information – in particular budgets.

Motivation

The role requires a commitment to what the organisation is trying to achieve; therefore setting aside sufficient time is needed in order to perform the role effectively. That is:

- Commitment to providing excellent customer services.
- Commitment to SW9 Vision of a diverse, strong and sustainable community.
- Commitment to attend the majority of Board and other meetings – personal circumstances must allow this.
- Commitment to read all papers and allow enough time for preparation prior to meetings.
- Willingness to work outside of the meetings with the CEO and Board in areas of expertise and to provide access to networks (Independent Members particularly).
- Commitment to receive appropriate training as an individual and as part of the Board team.
- Commitment to open, inclusive and transparent methods of working.



Knowledge & Experience

Candidates should have knowledge and/or experience, either professional or personal of at least two of the following:

- The SW9 Community
- Repairs & Maintenance
- Customer Services
- Social Housing
- Housing Development
- Tenants/Leaseholder Issues
- Finance
- Staff Management & Recruitment
- Performance Management
- Contract Management
- Communications – especially digital
- Community Development
- TMO Management
- Governance
- Previous experience of serving on a Board or Committee (Desirable)