



**believe**  
housing

# values group recruitment pack

June 2022

[believehousing.co.uk](http://believehousing.co.uk)

**believe housing is a not-for-profit housing association with more than 18,000 homes across County Durham and beyond. We aim to deliver life without barriers through innovative support for customers and communities.**

Hello,

Thank you for your interest in joining our Values Group.

believe housing created the Values Group to help ensure that the voice of customers is represented in our decision making. As well as getting together for scheduled meetings, members attend working groups to progress scrutiny tasks as requested by our Performance and Standards Committee. The Values Group is also consulted about specific projects. This helps us to achieve our core values 'to do the right thing for our people, our customers and our business'.

Please find enclosed additional information about the Values Group and how you can apply to become a member.

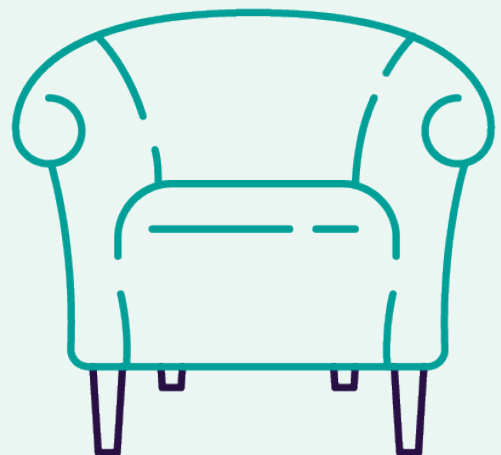
If you have any queries, please don't hesitate to contact the Governance Team by emailing [governance@believehousing.co.uk](mailto:governance@believehousing.co.uk).

If you would like to have an informal chat with a member of the Values Group, please let us know and we can arrange this.

We look forward to hearing from you.

Regards,

believe housing's Governance Team



## **believe housing Values Group recruitment pack**

At believe housing, we believe in life without barriers and doing the right thing for our people, our customers and our business. We're looking for people who share our principles to join the Values Group and help ensure customers' views are represented when we make decisions. This pack should provide all the information you need before applying for a role. We look forward to hearing from you.

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## 1. Who are we looking for?

**believe housing is a multi-award-winning not-for-profit housing association with more than 18,000 homes across County Durham and beyond. We aim to deliver life without barriers through innovative support for customers new and old, extensive community funding programmes, plus huge investment in building new homes and upgrading existing ones. If you want to be part of our future, we want to hear from you.**

### Are you:

- A current tenant or leaseholder of believe housing;
- Passionate about doing the right thing for customers;
- A good listener, persuader and communicator;
- A people person, who is an ambassador for the community;
- Aged 18 years or over;
- Without any criminal convictions, including acts of fraud or dishonesty;
- Not in serious breach of a current or previous tenancy? This includes outstanding rent/service charge arrears or any other breach of your tenancy agreement with us.

Please note we will carry out checks to ensure you meet these criteria.



## 2. Role profile Values Group member

Job Details			
<b>Job title</b>	Values Group Member	Reporting relationship	<p>Minutes of each Values Group meeting will be submitted to the Performance and Standards Committee and Board.</p> <p>An Annual Report will be presented on the Values Group work during the year to the Performance and Standards Committee and the Board.</p>
<b>Responsible to</b>	The Chair of the Values Group, Performance and Standards Committee and Board	Remuneration	£800 per annum.
<b>Hours</b>	Those necessary to fulfil the role. As a guide, participation at least four times per calendar year is expected.		

Purpose
<p>Members of the Values Group are responsible for ensuring that the organisation's core values to "Do the right thing for our customers, our people and our business" are intrinsic to everything we do. They help believe housing to hear the true voice of the customer and give insight that will drive the business forward.</p>

## Key Responsibilities

- Monitor and review customer insight and communication arrangements to ensure customers have opportunities to communicate feedback and influence and inform service delivery and performance improvements.
- Assist in the development of the annual survey of customers, analyse responses and engage with customers to provide information to develop future plans and improve service delivery.
- Analyse complaints trends and improvements, as directed by the Performance and Standards Committee, and provide feedback on findings.
- The Values Group will report recommendations, findings and views to the Performance and Standards Committee.
- The Values Group should report any serious failures or concerns associated within their areas of responsibility to the Board.

## Person Specification

### Competencies

- Passionate about excellent customer service.
- Sound listening, influencing and persuading skills.
- Committed to proactively involving customers in shaping service delivery.
- Strong communication and interpersonal skills.
- Committed to the organisation's values and behaviours.
- Ability to work well within a team setting to deliver strategic objectives.
- Ability to engage with stakeholders enthusiastically, confidently and effectively in an ambassadorial role.

Area	Requirements
Experience	<ul style="list-style-type: none"> <li>• Previous experience as a member of a similar group would be desirable.</li> </ul>
Knowledge and skills	<ul style="list-style-type: none"> <li>• A willingness to work as part of a team, with respect and tolerance for others.</li> <li>• An active interest in social housing, and a willingness to learn and develop in this field.</li> <li>• Capacity to develop effective working relationships with people, eg Board members, executives, staff and key stakeholders.</li> <li>• Able to understand information presented in a variety of formats and to consider evidence, draw appropriate conclusions and make informed recommendations.</li> </ul>
Eligibility and desired criteria	<ul style="list-style-type: none"> <li>• Must be 18 or over.</li> <li>• Must not be an employee of Believe Housing Limited.</li> <li>• Passionate about customer engagement and interested in improving customer and landlord relationships.</li> <li>• Willing to work as part of the Values Group to deliver objectives set out by believe housing and its customers.</li> <li>• Willing to enthusiastically represent the organisation.</li> <li>• A curious mind, willing to ask the right questions and contribute to group discussion, consider evidence and explore issues relating to customer experience.</li> <li>• Be committed to regularly reviewing the social impact of the organisation's actions and customer-related strategies and making recommendations</li> </ul>

### 3. Values Group behaviour skills set

Behaviour area	
<b>Customer engagement</b>	Passionate about customer engagement and interested in improving customer and landlord relationships.
<b>Social impact</b>	Committed to regularly reviewing the social impact of the organisation's actions, customer-related strategies and making recommendations.
<b>Teamwork</b>	Willing to work as part of the Committee to deliver objectives set out by believe housing and its customers.
<b>Brand representation</b>	Enthusiastically represent the organisation.
<b>Communication skills</b>	Have a curious mind, be willing to ask the right questions and contribute to group discussions, consider evidence and explore issues relating to customer experience.
<b>Performance scrutiny</b>	Effectively consider trends in performance data and provide scrutiny and challenge.





## 4. Recruitment timetable

Date	Detail
<b>Sunday 26 June 2022 (11.59pm)</b>	Closing date for sending us your information.
<b>Week commencing 27 June 2022</b>	Shortlisting to be completed by the Values Group Chair and members of our Remuneration, Nominations and HR Committee. Those shortlisted will be contacted to arrange a suitable time for further discussions.
<b>Week commencing 11 July 2022</b>	The Values Group Chair and members of the Committee will hold discussions with shortlisted applicants about why you are interested in joining the Values Group.
<b>No later than Friday 15 July 2022</b>	<p>We will contact you by telephone to confirm if we would like you to join the Values Group.</p> <p>If you are unsuccessful, we can provide you with feedback at your request.</p>



## 5. How to apply

We'd love to know why you would like to be part of our Values Group.

**Please tell us:**

- Why you are interested in joining our Values Group.
- What experience and skills you would bring to the role.
- Any other information you feel would support your expression of interest.
- Your contact details – full name, address, contact number and email.

Please limit your information to two pages (A4) – either typed or in writing – and send to us by email at [governance@believehousing.co.uk](mailto:governance@believehousing.co.uk)

Or you can post it to us at:

Governance Team  
believe housing  
Coast House, Spectrum 4  
Spectrum Business Park  
Seaham, SR7 7TT.

Alternatively, you can apply by uploading an audio file or video via [wettransfer.com](https://wettransfer.com) to [governance@believehousing.co.uk](mailto:governance@believehousing.co.uk)

**All submissions must be received by 11.59pm on Sunday 26 June 2022.**

Please read our [privacy notice](#) to see how we will process your personal data.

