

Customer Committee Member Recruitment Pack



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Welcome

It's an exciting time for us here as we recently transformed from WDH to Vico Homes and we'd love to take you on that journey with us!

We have big plans for the future. We have a new three year strategy focused on creating experiences to be proud of, making an impact to be proud of, creating places to be proud of and that's where you come in. We're looking for people to join our Customer Committee, making sure that we are delivering the right standards for customers and involving them in our decision making to help us to achieve our ambitions.

We're one of the largest social housing providers in the north of England and we want to be the leading provider of homes with positive impact. We have great foundations, built over 20 years in business. Our customer satisfaction is higher than any other Yorkshire housing association and we have agreed the biggest investment and reinvestment programmes in our history, demonstrating our commitment to customers and to providing homes for more.

Being customer driven and customer influenced is essential to our success. We need to get it right and will be relying on our Customer Committee to drive that.

Is that you?



Andrew McConnell,
Chair



Martyn Shaw,
Chief Executive

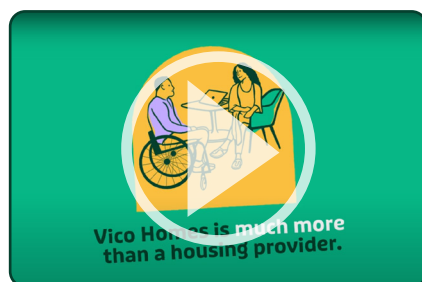
A bit about us

A home is more than four walls and a roof. It should be a safe place. A place to start things. A place of opportunities. A place to grow. A place you feel you belong. These are the places we provide for today and for the future.

Our people are approachable and professional. And we're not afraid to be optimistic and show passion for what we do to support our customers.

Built on the foundations of WDH, formed in 2005, we have a strong history of providing great places where people want to live. We have more than 32,000 homes across the north of England, home to tens of thousands of people. And people are at the centre of everything we do.

We are proud of who we are and what we do. And we have been awarded the highest standard for our Governance (G1) and financial viability (V1) by the Regulator of Social Housing. Read more about how we're funded, how we make decisions and how we're managed **here**.



Together we are building better futures and vibrant communities.

We worked with customers, colleagues and partners to look at exactly what our organisation stands for, now and in the future. Our future plans are built around three key things we can all be proud of.

We will:



**Provide
experiences
to be proud of**



**Make an
impact
to be proud of**



**Create
places
to be proud of**

What we're all about

We want people to feel proud. We want our customers to be proud of the places they live and our colleagues to be proud of the work we all do.

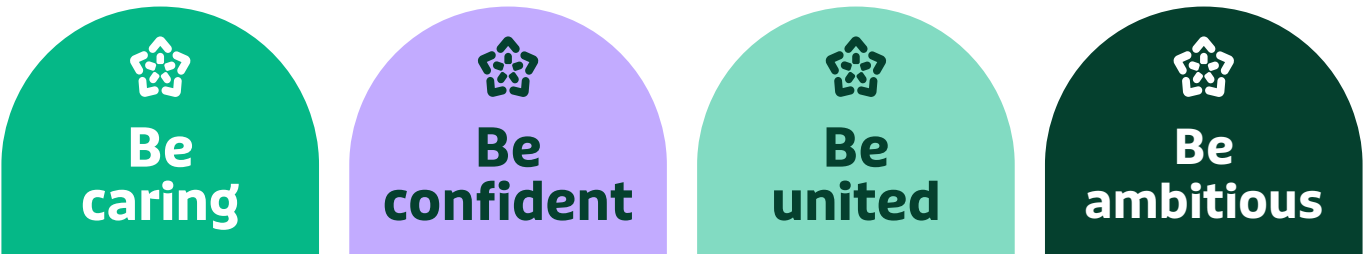
We believe that our homes are foundations for better futures, helping to shape and support more vibrant communities where people feel they belong. The same goes for our workplace. We believe everyone deserves a place to feel at home, wherever they live and wherever they work.

Our Vision is better futures, vibrant communities.

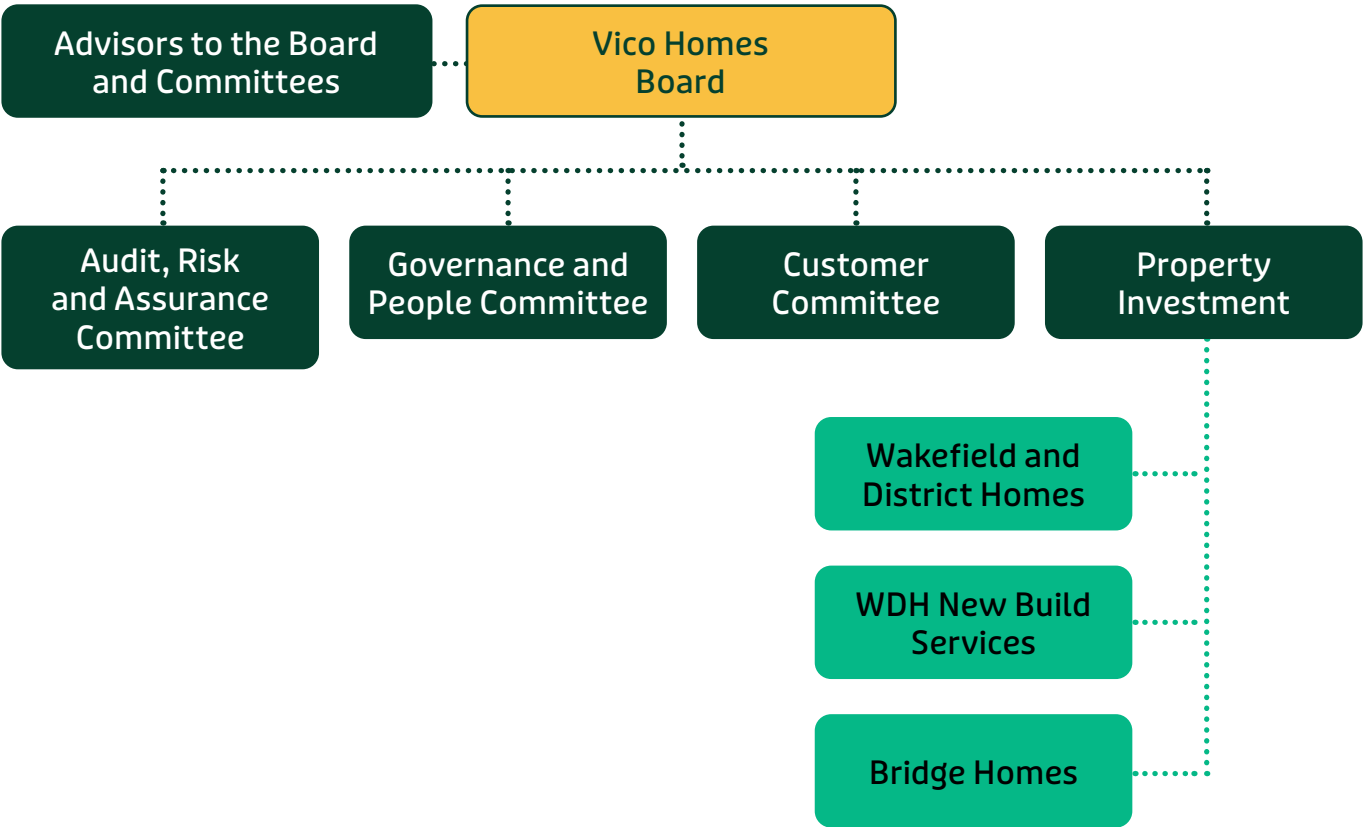
Our Mission is changing lives through the places people live.

We want to be the leading provider of homes with positive impact and we'll do that by living our values every day, in everything we do.

We expect colleagues to:



Governance structure and responsibilities



Vico Homes Group Board

Sets strategic direction, monitors finance and performance, determine risk appetite, ensures compliance and delegates to committees and the Vico Executive Team

Customer Committee	Property Investment Committee	Governance and People Committee	Audit, Risk and Assurance Committee
<p>Ensures and oversees tenant voice, insight and scrutiny of services to shape decision making</p> <p>Monitors all service delivery performance</p> <p>Considers improvements to the customer experience</p> <p>Ensures compliance with Consumer Standards</p> <p>Ensures effective approach to complaint handling</p> <p>Oversees community investment</p>	<p>Approves development schemes</p> <p>Reviews Asset Management Strategy and regeneration plans</p> <p>Monitors Reinvestment Programme</p> <p>Oversees approaches to property compliance and Building Safety</p> <p>Monitors performance of joint venture and subsidiaries</p>	<p>Agrees approaches for governance improvement</p> <p>Ensures compliance with code of governance</p> <p>Reviews Board skills and succession and oversees Board effectiveness</p> <p>Reviews Board and employee remuneration</p> <p>Reviews People Strategy</p> <p>Oversees EDI plans and performance</p> <p>Oversees approaches to corporate health and safety</p> <p>Oversees safeguarding activity</p>	<p>Agrees Risk Management Policy and reviews risk framework</p> <p>Approves external and internal audit plans</p> <p>Reviews probity arrangements</p> <p>Assets and Liabilities</p> <p>Oversees legal compliance</p> <p>Ensures compliance with Economic Standards</p> <p>Reviews approaches to data integrity, IT Strategy and security</p> <p>Oversees business continuity</p>

You'll be responsible for

Contribute effectively to meetings attended in the role of Committee Member.

Ensure good working relationships with the Board and Committees, the Executive Team and other colleagues.

Work constructively with other Committee members and colleagues to ensure that the business is led and controlled appropriately.

Ensure that Vico Homes is accountable to its legitimate interest groups and stakeholders.

Ensure that Vico Homes works within the requirements of the law, its funding bodies, the Regulator of Social Housing (RSH) and relevant best practice.

Ensure that Vico Homes's affairs are conducted lawfully and in accordance with standards of performance, conduct and ethics.

Act as a 'guardian' of the Vision, Mission and Values of the Association and take a lead in achieving the Vision.



You'll be trusted to

- Support the Mission, social purpose, culture and behaviours of Vico Homes and uphold it's Values.
- Ensure consideration of the tenant voice in decision making, including the needs and safety of customers.
- Agree and uphold the business's key policies, such as equality, diversity and inclusion (EDI).
- Provide leadership within the Association's control and constitutional framework which enables risk to be assessed and managed by the Board and its Committees and provides reassurance that such systems are robust and defensible.
- Support the business's strategic aims, ensuring resources are in place to meet its goals.
- Scrutinise business performance to meet agreed goals and aims.
- Prepare for and attend meetings, training sessions and other events as required, ensuring the effective conduct of the business and its Board and Committees.
- Contribute to and share responsibility for the Committee's decisions.
- Listen to and respect the views of others to ensure that a debate can be held which constructively challenges the business.
- Apply individual skills and knowledge at meetings and act always in the best interests of the business.
- Promote the business in a positive light and act as an ambassador for the business.
- Not act to knowingly do harm or bring the business into disrepute
- Ensure that the Committee operates openly and transparently and demonstrates accountability to key stakeholders including customers and statutory bodies.
- Ensure that the Committee takes into account, in its actions and decisions, the importance of maintaining trust in the organisation and upholding its reputation.
- Attend and participate in reviews linked to individual performance or that of the whole Committee.
- Maintain confidentiality of information at all times.

What we're looking for

Qualities		Method
Commitment		
Commitment to the Vision, Mission and Values.	Essential	Application / Interview
Experience		
Background and experience in customer service or lived experience in social housing.	Essential	Application
Involvement in a business similar to Vico Homes or a voluntary sector / public sector organisation.	Desirable	Application
Experience or membership of Board or Committees.	Desirable	Application
Knowledge and Skills		
Leadership qualities.	Desirable	Application / Interview
Ability to participate in and contribute to meetings and to reach a consensus with fellow Committee members.	Essential	Application / Interview
Good listening and communication skills.	Essential	Interview
Good grasp of strategy and understanding of delegation.	Desirable	Application / Interview
Ability to manage personal and professional relationships.	Essential	Application / References
Good awareness of equality, diversity and inclusion.	Essential	Application / Interview
Knowledge of the social housing sector and needs of customers.	Desirable	Application
Involvement in community based projects.	Desirable	Application

Qualities		Method
Circumstances		
Time to attend Committee meetings and deal with other issues applicable to the role.	Essential	Application
Available for ad hoc discussions and urgent business in addition to formal Committee meetings.	Essential	Application
Personal Qualities		
A high level of the following competencies: <ul style="list-style-type: none"> • Decision making. • Interacting with others. • Strategic perception. • Achieving results. 	Desirable	Interview / References

Key terms and conditions

Our offer

We will pay you £4,500 per year.

Time commitment

Approximately an average of one half a day per month, this includes:

- Preparing for meetings.
- Attendance and contribution at a minimum of four Committee meetings, ensuring effective engagement in the decision making process. Individual performance will be reviewed as part of the annual appraisal process and determine any personal development in the role.
- Meetings for the 2025 / 2026 financial year are scheduled as follows:
 - 14 August 2025
 - 20 November 2025
 - 12 February 2025
- Attending additional Away Days, panels, training sessions or meetings, where required.



Tenure

The current terms of office are two terms of three years, in accordance with the Vico Homes rules.

Location

Meetings are held in Castleford (in very close proximity to the M62 and A1), with the option to attend through Microsoft Teams where required.

Away days are held at various locations and attendance at these is often only available in person.

How to apply

If you wish to apply, please submit the following documentation to boardmembers@vicohomes.co.uk

- An up-to-date CV which shows your full career history, including details of two referees
- we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification
- we recommend that this is no longer than three pages;
- The **Diversity Monitoring Form**, noting that whilst completion of this is not mandatory, this is requested for monitoring purposes in line with our commitment to equality, diversity and inclusion.

Please note that applications can only be considered if all the documentation is complete.

If you want to have an informal chat about the opportunity, then please drop Paddy Needham, Director of Strategic Services, an email at pneedham@vicohomes.co.uk and we can set up a phone call when it is convenient for you.

For queries regarding the application process, please contact Claire Hudson, Head of Governance, Strategy and Regulation at clairehudson@vicohomes.co.uk.

Key dates and the selection process

Applications close: 8am Monday 30 June 2025

We will be in touch by Wednesday 2 July 2025 to let you know the outcome of your application.

Interviews: Tuesday 8 July 2025

These will be in-person panel interview with:

- Andrew McConnell, Board Chair
- Liz Cook, Senior Independent Director
- A third person (to be confirmed)

If you are unavailable on the interview date, please do speak to us before making an application, contacting either pneedham@vicohomes.co.uk or clairehudson@vicohomes.co.uk

Find more about us

- **Our Strategy to 2028**
- **Financial Statement**
- **Annual Report to customers**
- **Delivering Value for Money Report**
- **Environmental, Social, Governance (ESG) Report**
- **Equality, Diversity and Inclusion Annual Report**

