

# Islington & Shoreditch Housing Association



## Board Member

**Candidate Pack**

**May 2022**

**With updated remuneration 20 June 2022**

Islington and Shoreditch Housing Association Limited, 102 Blackstock Road, London N4 2DR. [isha.co.uk](http://isha.co.uk), tel 0300 131 7300  
ISHA is RSH registered No. L0457 and a registered society under the Co-operative and Community Benefit Societies Act 2014 No. 11614R

# About ISHA

Islington and Shoreditch Housing Association (ISHA) is a community and neighbourhood-based housing organisation, managing and developing quality affordable housing for people in North and East London. ISHA is a registered society under the Co-operative and Community Benefits Society Act 2014.

ISHA is smaller and more local than many other housing associations operating in London. The roots of ISHA go back to 1933 when we were involved with tackling slum clearance, poverty, overcrowding, ill health and high rents. Today we employ 68 staff and have over 2,500 homes.

Our vision is to co-create homes and communities where everyone can flourish. We offer a wide range of housing choices: social rented, shared ownership, intermediate rent, market rent, supported housing and options for the elderly. We also provide homes and support for the Vietnamese, South East Asian and wider communities through our 2019 merger with the Lien Viet Housing Association. This epitomises our work in a multi-cultural and diverse society and our commitment to ensure that no person should suffer disadvantage in terms of access to affordable housing.

We work in close co-operation with our local authorities, the Regulator of Social Housing, the Greater London Authority (GLA) and other local housing associations, including Black and minority ethnic, special needs Housing Associations and co-operatives. Investment in development is provided by the GLA. ISHA leads the North River Alliance (NRA), which is a consortium of North and East London community-based housing associations.

We have a G1 Governance rating and V2 Financial Viability rating from the Regulator of Social Housing.

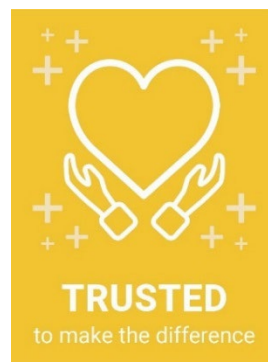
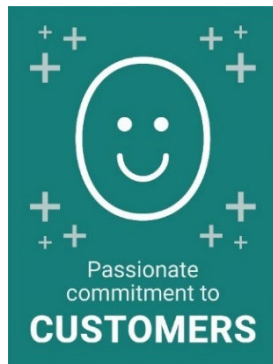
We currently have two Board committees - Audit & Risk and Remuneration. They focus on supervision and monitoring, policy, risk and financial control. Board Members normally sit on at least one committee as well as the Board.



# Our Values

Our Values are to conduct our business by consistently demonstrating trust and respect. We have developed these into our 4 values and behaviours:

- Passionate commitment to Customers
- Pride in Team ISHA
- Respect for everyone
- Trusted to make the difference



- 😊 Go the extra mile
- 😊 Willing to adapt in response to feedback,
- 😊 Open to learn
- 😊 Listen to understand what customers need

- ◆ Aim to get it right first time, learn from mistakes
- ◆ Share skills, knowledge, encourage and support others
- ◆ Celebrate success

- ♥ Take ownership and responsibility; do what we say we'll do
- ♥ Take control of our own personal development

- 👍 Considerate and honest
- 👍 Work well with diversity
- 👍 Punctual, prepared, polite
- 👍 Ask questions, want to learn more

## Useful Links

[Financial Statements 2021-22](#)

[Corporate Annual Report 2021-22](#)

[Residents' Annual Report 2021-22](#)

[Strategic Plan](#)

[ISHA Board members](#)

# Board Member roles

We are recruiting **three** roles to our Board and will give priority to people with skills and experience in the following areas as well as to those who live or work in North or East London:

## Customer Service

Great customer service is one of the priorities in our 2020-25 Strategic Plan. We are especially interested in people with senior level skills in *customer communications* or those who have demonstrable experience of improving customer service in housing, repairs or another service sector.

## Lived experience as a social housing tenant

We currently have three residents on the Board and are looking for another person with lived experience as a social housing tenant. This can be with ISHA, a council or another housing association.

## Property

As ISHA invests in existing stock to meet new building safety regulations and looks to develop its decarbonisation strategy, the board is seeking candidates with senior level experience in asset management and building safety.

## People & Organisational Development

We will be appointing a new Chair of our Remuneration Committee and are interested in candidates with senior level experience in human resources.



All candidates will also be expected to have **governance experience**. This could include roles on the board of a company, charity or voluntary organisation; roles in school governance; or involvement with a tenant resident association, scrutiny panel or other types of resident groups.

You will have a passion for our belief that everyone is entitled to a quality, affordable safe home. And you will be highly motivated to contribute to our mission to be viewed as a brilliant housing association by our residents, stakeholders and staff. You will have the opportunity to learn about and contribute to the issues faced by ISHA.

You will be part of a strategic decision-making body so will need to contribute to, and accept a share of, responsibility for the decisions of the Board. We provide initial training and continuous opportunities for learning and development.

# Board Member responsibilities

The Board leads by example, promoting and upholding values and standards of behaviour for the whole organisation. Individual Board member behaviour has a significant influence on the reputation of the organisation, the confidence and trust that its residents, funders and other stakeholders have in it and the working relationships and morale within it.

As a board member your responsibilities will include:

- a) upholding the values and objectives of the organisation
- b) upholding the organisation's core policies including code of conduct, standing orders and financial regulations
- c) ensuring that you understand the constitutional and legislative framework as it applies to the organisation, and act within its powers
- d) contributing to and sharing responsibility for the board's decisions, including its duty to exercise reasonable care, skill and independent judgement
- e) preparing for and attending meetings, training sessions and other events
- f) attending and participating in reviews linked to individual performance and that of the whole board
- g) representing the organisation as appropriate
- h) declaring any relevant interests and avoiding conflicts of interest
- i) respecting confidentiality of information; and
- j) upholding the National Housing Federation's Code of Governance

## Time commitment

The Board currently has 6 evening meetings per year and 2 away days (May and November). Members are also asked to join at least one Committee (currently Audit & Risk and Remuneration). Committees meet three to four evenings per year.

## Induction and training

To support you in your role, ISHA provides a Board Member induction and offers the equivalent to 2 half day training sessions, one site visit per year and a social event to learn more about the organisation and its work.

## Payment

ISHA's Board recently took a decision to remunerate board members in line with other non-profit London based housing associations of similar size. Remuneration for regular board member roles is £3,600 per annum.

# Applications

To apply for this role please visit the current vacancies page of our website at <https://www.isha.co.uk>.

This allows you to attach a copy of your CV and a supporting cover letter addressed to Laura Hopper, Company Secretary.

If you have any questions about the recruitment process, please contact [laurah@isha.co.uk](mailto:laurah@isha.co.uk).

**The application deadline is 10am on Monday 27 June 2022**

Interview dates: 11-13 July 2022