

Notting Hill Genesis (NHG) Role Profile: Resident Forum (RF) Chair

1. Purpose

- 1.1 The RF Chair is responsible for providing leadership and effective governance of the RF, chairing all RF meetings and working with the NHG Resident Involvement team to ensure effective RF meetings and engagement and involvement opportunities.
- 1.2 The RF Chair is responsible for ensuring the RF fulfils its purpose. The RF Chair will lead the RF so that it strengthens the voice of residents with NHG senior staff, across the NHG governance arrangements and decision-making bodies, and with and to other NHG residents. The Chair will lead the RF in ensuring insight and information from the Resident Forum is used to support and influence discussions at Customer Committee and Group board, agreeing and ratifying the focus of any sponsored work which the RF determines appropriate, including assigning RF member or other resident sponsors.
- 1.3 The RF Chair will lead the RF in ensuring NHG operates with integrity, transparency and effectiveness in leadership, upholds regulatory expectations and builds a positive and inclusive culture aligned with NHG's values and Corporate Strategy.

2. Chair Duties

- 2.1. Lead the RF, agreeing the agenda for meetings with relevant leads from the Resident Involvement Team, and ensure the meetings are run efficiently and inclusively, fostering a culture of openness and transparency.
- 2.2 Be the public face of the forum, providing content for and partaking in relevant communications activities on behalf of and with NHGs approval and always in the best interests of NHG and its charitable objects. Be accountable for ensuring that the Resident Forum website content is up to date with information about the forum, its projects, discussions and achievements, working with NHG staff to oversee and agree the website content. Agree and sign off in a timely manner any other public facing communications including notes/articles from meetings on the NHG website and Connections Magazine and the Residents' Annual Report.
- 2.3 Ensure the RF delivers its responsibilities as outlined within its Terms of Reference and other relevant policies or documentation. This includes ensuring the Resident Involvement programme is agreed, progressed and delivered and all resident-led projects and other consultations are delivered with input from the RF or other residents as may be identified as appropriate.
- 2.4 Establish a constructive working relationship with the Chair of the Group Board, the Chair of the Customer Committee, the Chief Executive, the Chief Customer Officer and the Lead Officer(s) responsible for the areas of operation of relevance to the RF.
- 2.5 In conjunction with the governance team and Resident Involvement team, ensure that the RF receives professional advice when it is needed, internally or externally.
- 2.6 Ensure efficient conduct of the RF's business and ensure that all committee members are given an opportunity to express their views.
- 2.7 In conjunction with the Governance and the Resident Involvement teams, ensure that an appropriate induction programme is provided for all new RF members and that any necessary training is provided to the RF or individual members from time to time.
- 2.8 In conjunction with the Governance and the Resident Involvement teams, consider the composition of the RF, and recommend how any gaps or weaknesses may be addressed, taking a lead in and supporting all necessary recruitment.

- 2.9 Ensure that records are maintained of all matters considered and decisions made by the Committee and that the minutes of all meetings are presented to the next available meeting of the Board.
- 2.10 In conjunction with the Governance and the Resident Involvement teams, ensure that the terms of reference of the committee and the effectiveness of the committee are regularly reviewed.
- 2.11 And in addition as a resident forum member:
- Scrutinise performance and resident insight to help make evidence-based decisions on areas for improvement.
 - Constructively challenge NHG staff to deliver on agreed projects, actions, and recommendations.
 - Lead or participate constructively in task and finish work and projects, meeting outside the meetings of the RF as appropriate and ensuring key decisions and information is shared with these Forums and back to the RF.
 - Advocate for resident involvement and engagement to the wider NHG resident base, being mindful of the need to diversify our recruitment.
 - Advocate for transparency and the sharing of information and key decisions or outcomes with all NHG residents.
 - At all times refer and adhere to these terms of reference and the resident involvement code of conduct and other applicable NHG policies and procedures.

3. Other

- 3.1 Ensure the effective and efficient administration of the business, striving for governance best practice.
- 3.2 Uphold and promote the vision, purpose, values and priorities of NHG, and role model the desired culture, values and behaviours including its commitment to equal opportunities and diversity.
- 3.3 Ensure a declaration of all interests is provided to NHG at least annually or sooner if circumstances change. Be alert to conflicts of interest or loyalty and actively engage with the governance team to discuss any changes to circumstances that could present a reputational or other risk to NHG complying with relevant policies and procedures to effectively manage these.
- 3.4 Promote and uphold NHGs values, representing NHG to a range of external stakeholders as appropriate.

Please note that residents are not eligible to apply to join or be members of the Resident Forum, if they:

- are employees of NHG;
- are in breach of their tenancy / lease conditions¹; and/or
- confirm they are able and willing to the Code of Conduct.

¹ Examples of types of breaches include those who:

- have a notice seeking possession in place
- are in rent arrears without an agreement to repay, other than when this solely relates to the timing of the benefit cycle
- have breached their agreement to repay arrears
- are subject to any antisocial behaviour order or investigation

(This list is not exhaustive).

Person Specification

Knowledge and Experience

In addition to the broad range of knowledge and experience listed below, an affinity to Notting Hill Genesis, its heritage, communities, economies and future is essential.

- A NHG resident, whatever tenure type, but a named resident listed on the tenancy agreement or lease.
- Chairing experience of a decision-making body with similar or equivalent arrangements and purpose as the RF, with knowledge of resident involvement and engagement, and good governance practice within a housing environment.
- Successful track record of leading, building and motivating teams to deliver a customer service focused outcome.
- Knowledge of the social housing sector, scrutiny arrangements and/or resident involvement and engagement requirements as set out in the Regulator of Social Housing's Regulatory Standards.
- Knowledge of risk management and assurance frameworks from a governance body oversight perspective.
- A demonstrable commitment to all forms of social housing, equality and diversity and inclusion and a wish to help NHG to improve and make a difference for the benefit of NHG and its charitable objectives.
- Strong and relevant networks and a proven track record of active stakeholder engagement and ambassadorial activities

Skills and Abilities

- Excellent communication and interpersonal skills with a wide range of people at different levels including: customers, officers equivalent to NHG staff, peers equivalent to RF members, external stakeholders.
- Ability to lead and inspire, generate a strong team spirit, work collaboratively and build consensus
- Ability to challenge constructively and appropriately and hold the NHG team and other RF members to account, ensuring best practice, the RF TOR and the Code of Conduct is adhered to.
- Ability to lead and represent NHG, putting the best interests of NHG and its strategic objectives first.
- Ability to manage and appraise the performance of RF members by setting clear objectives, delegating appropriately, reviewing performance on a regular basis and providing advice and support, where necessary.
- IT literate – being comfortable with communicating by email and willing to support the organisation's aim of using an electronic document storage system for RF papers and other documents.

Time Commitment: There are approximately five resident forum meetings each year which are scheduled to last for 2-3 hours. There is preparation time required by the Chair for each meeting, agreeing the agenda and reviewing the papers. A time commitment of around 4 hours should therefore be allocated for each meeting, equating to 20-25 hours per annum.

All resident forum members receive £350 (in high street shopping vouchers – no cash or cheque) per annum at the end of the financial year if they have attended all meetings, and if not, £60 per meeting attended with £350 being the maximum remuneration.