



Board Information Pack

1 Chair's welcome

Hello

Thank you for your interest in finding out more about Westfield Housing Association and in joining our Board.

As a community-based housing association in Workington, we manage around 660 homes and are committed to delivering high-quality services, strong communities, and real local impact. We are also proud to operate Footsteps Nursery, supporting local families and children.

We are looking for people who are passionate about making a difference, with a range of skills and experiences. Importantly, previous Board experience is not required—we are keen to hear from those who can bring fresh perspectives, including individuals with lived experience of housing.

The role offers an opportunity to:

- Contribute to shaping the future of our organisation
- Support and challenge our leadership team
- Make a meaningful difference to tenants and communities

The commitment is approximately 9-10 meetings per year, with full training and support provided.

I have attached our recruitment pack which provides further details. We have tried to anticipate within the pack the information you might want at this stage.

If this excites you and you want to find out more, please email your CV and supporting statement (maximum of 2 pages) to hr@westfieldha.org.uk. If you'd like to arrange an informal chat with myself or Debbie Fox, CEO, please email: Heather.Wilson@Westfieldha.org.uk.

We look forward to hearing from you.

Best regards

A handwritten signature in black ink, appearing to read 'C Tibble'.

Celia Tibble
Board Chair

2 About Westfield Housing

We are a small, not for profit registered provider based in Workington, West Cumbria and governed by a volunteer Board. Rooted in, and growing from, our community base, we are committed to delivering high quality housing and services to local residents and communities. We are delighted that we consistently achieve high levels of satisfaction with our services and that we contribute to making West Cumbria a great place to live.

While WHA's origins lie in the provision of homes for key workers in the local iron and steel industry in the 1950's, we have diversified our services while retaining our West Cumbria focus. Our office is in the Minto Centre on the Westfield Estate, formerly an infant school which we purchased and converted as a community resource. The Centre now accommodates the Association and Footsteps Nursery.

We employ 40 staff all based in the Minto Centre.

WHA's governance structure includes the Board with responsibility for the direction and overall management of the Association, and three committees, Audit and Risk, People & Remuneration and Development. An Executive Team comprising the CEO, Finance Manager, Maintenance Manager, Housing Manager and Corporate Services/HR Officer meets monthly to consider strategic issues and oversee operational management and reports to the Board and committees.



3 Our Vision, Values and Strategic Objectives

Our Vision

To be the first choice social landlord for West Cumbria.

Our Values

- **Customer Driven:** making a real difference to customers is at the heart of what we do.
- **Honest, open and accountable:** we work with integrity and build trust.
- **Empowered:** we take responsibility and we empower others.
- **Collaborative:** we work effectively with each other and with stakeholders.
- **Challenge:** we question and test and we are open with our views and open to challenge.

Our Strategic Objectives

Our seven objectives are:

- Deliver excellent, relevant, value for money services that meet local needs.
- Maintain and enhance the quality of our homes, while advancing our commitment to net zero initiatives, ensuring sustainability and energy efficiency for future generations.
- Support strong, cohesive and thriving communities.
- Continue to develop strong and effective tenant engagement.
- Increase financial strength.
- Provide new homes that meet our communities' needs.
- To create an environment that promotes honesty, accountability and excellence in order to retain, advance and reward staff.

4 Who we are looking for: the qualities, skills and experience we need

We need all our Board members to behave in a way that reflects our values and enables the Board to operate as an effective team.

We also need all Board members to:

- Have high standards of integrity and business ethics
- Have good communication skills
- Commit time and effort to do the role
- Be competent in the use of information and communication technology (ICT)
- To act in the best interests of the WHA at all times
- Understand and relate to the local community and to all stakeholders (e.g. tenants, residents, applicants for housing, nursery parents, the local authority, funders and partner agencies)
- Focus on outcomes for tenants, nursery parents, communities and WHA
- Think strategically and be able to establish policy and long-term strategy
- Exercise critical reasoning and problem-solving skills
- Understand and be able to interpret financial information
- Understand and oversee the management of the risks that face WHA
- Understand the role of technology in service delivery
- Be an ambassador for WHA
- Have commitment to developing yourself as a Board Member
- Be able to act with integrity and demonstrate commitment to equality, diversity and inclusion

To be successful, we also need Board members who have a range of skills and experience. No one person can have all these, but together:

Board Members will need to demonstrate high levels of knowledge and expertise in at least one of the following areas:

- Lived experience of social housing/ tenant engagement
- Experience of asset management and / or building safety in the social housing sector
- Experience/ knowledge of financial systems/ accountancy
- Risk Management
- Customer service experience
- Sector regulatory/ governance experience

5 What we will need you to do: the role of the board member

Main Objectives

The Board of WHA oversees the effective operation of the organisation and compliance with legal and regulatory requirements. The Board provides strategic leadership and directions, shaping business planning and goal setting, monitoring performance and ensuring effective relationships with customers and other stakeholders.

Role and Responsibilities

The main responsibilities of each Board Member are:

- Establish and approve the strategic direction of WHA, including its vision, mission and values, strategic objectives and business plan.
- Contribute to the development and oversee the implementation of WHA's strategies and policies.
- Ensure compliance with the WHA's objects, in particular that the Association maintains its strong community and customer focus.
- Establish a culture that is positive, focused on the needs of current and future residents and their communities, other customers and key stakeholders, and embeds equality, diversity, and inclusion in the organisation.
- Ensure a risk management framework and appropriate systems of control exist to protect the assets, customers and reputation of the Association.
- Ensure appropriate systems of control and reporting exist to enable the Board to evaluate whether WHA is operating effectively, efficiently and economically.
- Satisfy itself as to the integrity of financial information, and setting and approving each year's budget, business plan and annual accounts prior to publication.
- Provide oversight, support, direction and constructive challenge to the organisation's Chief Executive and other executives.
- Keep up-to-date with own specialist area of knowledge or expertise and with other relevant matters, including any Lead - Champion role and responsibilities.
- Contribute to sub-committees and/or project groups as required.
- Participate in annual individual and group appraisal of Board performance.
- Respect and ensure commitment to WHA policies, including equality, diversity and inclusion.
- Uphold the values and objectives and act as an ambassador for WHA.

6 Terms and Conditions

Remuneration

- Reasonable out of pocket expenses paid, including travel and subsistence – please note for 2026/27 we are reviewing board remuneration – currently all non-executive posts are undertaken on a voluntary and unremunerated basis.

Length of Term

- Board Members are subject to re-election every 3 years and can currently serve a maximum of 2 consecutive terms.

Commitment Required

- 5-6 Board Meetings per year plus additional Business Planning Meeting/Away Day.
- 4-5 Audit & Risk Committee Meetings per year, which take place two weeks prior to each Board Meeting.
- 3 Remuneration and People & Development Committees per year.
- Development Committee meets as required.
- The time commitment for this position is estimated to be around one day a month.

Meetings are held early evening either in person in Workington or via Teams. Board Away Days and induction and training sessions will require in-person attendance.

Board Members are also required to join one of the 3 sub-committees noted above.

This will be discussed during the interview.

7 The Recruitment Process

How to Apply

- a CV which includes your career history and experience, voluntary roles, other relevant responsibilities that you have or had and training, education and professional qualifications. Please make sure your CV includes your email, mobile telephone contact information and details of two referees; a recent professional referee and personal referee;
- a supporting statement explaining why you are interested in this role, detailing how you are the right candidate for this role and how you fulfil what we are looking for – we recommend that this is no longer than two sides of A4; and
- the Board Member Declarations of Eligibility & Interests Form and Privacy Notice, which are accessible here on the jobs page of our website.

We would also like you to complete and return the Equality and Diversity Monitoring Form. The completion of this form is not mandatory; this is requested for monitoring purposes in line with our commitment to equality and diversity.

Please send your completed application documents, using 12-point font, preferably as PDFs, by email to: hr@westfieldha.org.uk. All applications will be acknowledged and all applicants will be informed if successful or unsuccessful in being selected for interview. Interviews will be arranged directly with successful candidates at a mutually convenient date/time.

If you experience any problems, please call 01900 602906.