



**Creating homes
shaping places**

Recruitment Pack

Company Secretary

September 2017

Your application

Dear Applicant

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application. In order to apply you should submit:

- An up-to-date CV which shows your full career history – 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 declaration form – but completion of the equalities section is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and
- Indicate on the declaration form if you cannot attend any of the interview dates.

Please note that applications can only be considered if all the documentation is complete. Please send your application, preferably in MS Word format by email to:

CHP@campbelltickell.com

Applications must be received by Friday 20th October, 12 noon.

You will receive an acknowledgement within 24 hours of receipt and we suggest that if after that time you have not heard from us, you telephone the office (0203 434 0990) to ensure that it has arrived. Using a secure email address and putting the job title/organisation in the subject line reduces the chances of any email going into spam.

Please do contact me if you wish to have an informal discussion about the role and organisation or if you have any other questions to help you decide whether to apply. You can contact me on **07900 363803** or **020 3434 0990**.

Kind regards

Kelly Shaw

Senior Associate Consultant
Campbell Tickell

Contents

Your application	2
Welcome letter	4
About us	5
Our board	7
Our executive management team	7
Job description	10
Person specification	12
Executive management team	13
Resources team	14
Housing team	15
Commercial services	16
Development and sales	17
Principal terms and conditions	18
Key dates and selection process	19
Supplementary information	20
Media advertisement	21

Welcome letter

Dear Applicant

Many thanks for your interest in this position at CHP. This pack has been pulled together to provide you with further information about the role and us as an organisation.

Based in Chelmsford, CHP offers a variety of quality homes and services that are valued by residents. We have a board that identifies and fully understands the risks that deliver a growing and successful business.

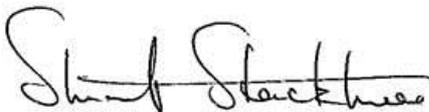
This new role is crucial in giving the board and executive management team confidence that we have a highly professional Company Secretary of great integrity, commitment and challenge holding us to the highest standards of governance. We welcome independent thought and challenge and see you as an important part of building our future resilience and influencing across the whole of the business.

There is a lot for you to build on, but also there is also more to do! Your background is likely to be company secretarial and compliance orientated and you will have an engaging and collaborative approach that engages with people.

This is a role where a wide range of stakeholders will need to have confidence in you, therefore the ability to manage a variety of relationships and obtain buy in will be key.

This is a fantastic opportunity to make a difference to our organisation. Please read the recruitment pack to find out more and do speak to our retained consultant at Campbell Tickell.

I shall look forward to receiving your submission and thank you for your interest in this role.



Chief Executive

About us



Who we are

Operating across Essex, we are a locally managed and governed charitable housing company providing high-quality homes for people unable to rent or buy privately.

We have two main aims – to provide excellent services and to increase the supply of affordable homes to those in need. Our current programme of development means that we will own and manage over 10,000 properties by 2020, with capacity to continue to provide over 400 new homes per annum to meet local needs.

As one of approximately 2,000 housing associations in the UK, we work closely with residents, local authorities, private sector companies, other charitable agencies and public sector bodies to constantly improve the services we provide.

Whether tackling antisocial behaviour to improve residents' quality of life, providing support for older people or developing affordable properties we are committed to our vision, purpose and values.

In 2017, we were named as one of the country's Top 50 Landlords by respected housing industry magazine 24Housing. We were commended for our highly successful, large-scale reviews over the last eight years as well as our commitment to planning for the future.

We've also jumped ten places in the Inside Housing Top 50 Biggest Builders survey and as the 98th largest social housing landlord we are delighted to hear that we are progressing up through the ranks.

The Group Board is scheduled to meet 10 times in 2017/18. In addition to meetings of our subsidiary companies the Board is assisted by the Audit Committee, Appraisal and Remuneration Committee, and an Equality and Diversity Panel. Task and Finish groups can be created by the Board for specific projects.

Our purpose

To provide more homes for people unable to rent or buy privately.

Our vision

To be the leading provider of homes in Essex.

Our values

- Committed to achieving our purpose;
- Sharing responsibility for future success;
- Being fair, open and honest;
- Recognising the value of people.

For further information about our corporate aims please view our [Corporate plan](#).

Governance and performance

The regulatory process for housing associations - brought into effect in April 2012 by the Homes and Communities Agency (HCA) - requires us to meet certain standards in relation to the following:

- Governance and viability;
- Value for money;
- Rent;
- Tenant involvement and empowerment;
- The home;
- Tenancy;
- Neighbourhood and community.
- Our regulators also require that we agree local standards in partnership with our residents.

As well as regulating housing associations, the Homes and Communities Agency (HCA) also allocates funds for new housing developments. We are rated V1 for financial viability and G2 for governance from the HCA.

We have adopted the National Housing Federation (NHF) Excellence in Governance Code. Our Audit Committee have considered and confirmed to our Board that we comply with the code.

We are rated A+ by Standard & Poor's.

Our subsidiaries

We have created five wholly owned subsidiary companies:

- [CHP Foundations](#)
- [Myriad Capital PLC](#)
- [Myriad Homes](#)
- [Myriad Housing](#)
- [Portas House](#)

Our board

The Board consists of 10 Trustees. Changes to the Board are being recommended to Company Members at our AGM on 5th October 2017. We will send out information on the membership of the Board to candidates selected for interview.

Our executive management team

Stuart Stackhouse – Chief Executive



Stuart has worked at a senior level in a variety of housing organisations, and as Chief Executive of CHP since March 2002. In addition to his Diploma in Housing Management, Stuart has post graduate qualifications including an MBA.

He acted for CHP in the contractual arrangements for the transfer of housing stock from Chelmsford City Council (Chelmsford Borough Council in 2002). Under his leadership CHP's focus on service delivery is evidenced through top quartile performance across the company. The company also maintains the highest possible rating from the HCA for viability and Governance.

Stuart has helped the CHP Board to successfully convert its governance to a Resident/Independent led structure that is not subject to third party influence generally associated with stock transfer arrangements. This is supported by an excellent range of opportunities for resident involvement.

His concentration on strong management performance and financial viability enables the company to have a strategic approach to high quality management and service provision. Development across Essex is based on excellent relationships with developers and local authorities, and market intelligence on needs. Location, property type and design, and tenure are key factors that determine whether to accept or reject development opportunities.

Stuart led the conversion to charitable status in April 2013 which provides tax efficiencies to further enhance opportunities to achieve strategic company objectives. His strategy to dispose of non-performing housing and land assets agreed with Chelmsford City Council in 2010 provides funds to reinvest in new homes without grant aid.

Kay Caldwell – Director of Housing



Kay joined CHP in 2009 with a proven track record gained over 20 years of housing and regeneration experience. She is responsible for all areas of tenancy, leasehold and estate management, leading the Quality of Life, Older Persons' Service, Community Engagement, Income Management, Housing Options, Property Sales & Leasehold Management, and PR, Communications & Marketing teams.

Kay has a passion for delivering excellent customer service, and is committed to social housing and releasing the latent talent that exists within communities and organisations. She has served on the Board of Estuary Housing Association, and Colchester Borough Homes.

Immediately prior to joining CHP Kay was an Area Director for the Guinness Trust where she headed up a team of 90 staff providing housing management, community investment and repairs services to 11,000 homes.

Kay was instrumental in setting up Colchester Borough Homes, an ALMO established to manage the housing stock held by Colchester Borough Council in 2003. She also spent nine years working for Waltham Forest Community Based Housing Association, where for the last four years she held the position of Assistant Chief Executive.

Paul Edwards – Director of Resources



Paul joined CHP in February 2016 having come from Havebury Housing Partnership. Paul is a member of the Chartered Institute of Management Accountants and the Institute of Directors and graduated from the University of Warwick in 1999 with a degree in Mathematics and Business Studies.

In his role at CHP Paul manages the Finance, ICT, Human Resources, Procurement, and Administration and Facilities teams. In addition, he is responsible for risk management, value for money and provides a supporting role to the Resident Scrutiny Panel.

Carl Hockey – Director of Development and Sales



With over 20 years of experience in the housing sector, Carl brings a wealth of knowledge to this newly formed role.

Since joining the company, Carl has been integral in helping CHP expand its housing remit with it now operating and providing homes in 13 of the county's 14 local authorities. Not only has he overseen the construction of 2,000 new build properties while at the company, Carl was also heavily involved in establishing Myriad Homes – a private sales subsidiary of CHP.

Leading the development and sales team, Carl and his colleagues are aiming to deliver a further 500 homes in 2017/2018 - in both urban and rural locations - by building and acquiring properties for affordable rent, shared ownership and outright private sale.

Denise Kent – Director of Commercial Services



Denise joined CHP in 2009, and is a member of the Royal Institute of Chartered Surveyors, and the Chartered Institute of Housing. She is responsible for CHP's development and property management functions, leading the Development, Repairs & Maintenance, Asset Management, Surveying & Contracts, Materials Outlet, and Administration teams.

Prior to joining CHP Denise spent time in commercial organisations as well as local authorities and other social landlords. During sixteen years with the London Borough of Tower Hamlets Denise held a number of housing and surveying roles, culminating in two years as Social Housing Group Manager.

Denise has a strong commercial focus, and strives to develop and motivate her teams to achieve their own objectives, whilst improving business performance and customer satisfaction. The benefits of this approach are evidenced by CHP's customer survey results which show satisfaction with the repairs service improving from 81% to 90% between 2008 and 2012.

Job description

Responsible to:

Directly reports to the Chief Executive, with dotted line responsibility to the Chair / Board of Trustees

Line managing:

Assistant Company Secretary.

ROLE PURPOSE:

- To fulfil the Group Company secretarial function and provide leadership in all governance activities including Boards and Committees, statutory and regulatory compliance, investor relations, maintaining the company's corporate responsibility profile.
- To ensure that CHP and its subsidiary companies achieve the highest standards of good governance and associated regulatory assessments.

CORE RESPONSIBILITIES:**Company Secretarial**

- Support the Board and EMT in the day-to-day administration of the Company;
- Responsible for corporate record keeping, completion and return of statutory filings, updating of statutory registers and minute books of the Company and all subsidiaries;
- Ensure that the Company complies with all relevant statutory and regulatory requirements, in particular:
 - to keep under close review all legislative, regulatory and corporate governance developments that might affect the Company's operations, ensuring that the Boards are fully briefed on these and that it has regard to them when taking decisions; and
 - to ensure compliance with the continuing legislative and regulatory rules, ensuring timely publication and dissemination of Report and Accounts and other periodic reporting;
- Ensure that Board meetings are regularly convened and that a formal schedule of matters specifically reserved for decision by the Board is maintained;
- Ensure the smooth running of the Board's and Board Committees' activities by consulting with the Chairs, CEO, and EMT to plan and design agendas and electronic papers, preparing and presenting papers to the Boards and Board Committees, minuting meetings, advising on Board procedures and helping to ensure that the Board follows them;
- Provide comprehensive administrative support to the Boards and Committees;
- Assist the Chairs and Chief Executive to determine the annual Board plans and the administration of strategic governance by the Board;
- Submit Board action plans to the Chief Executive and monitor progress against the plan;
- Assist in the implementation of corporate strategies by ensuring that the Board's decisions and instructions are properly documented;
- Administer Board, Committee and subsidiary secretarial functions;
- Ensure that an appropriate procedure is in place for individual directors to take independent

advice if necessary;

- Arrange appropriate training for the directors and a suitably tailored induction programme for newly appointed Non-Executive Directors;
- Arrange review of Trustee remuneration;

Governance

- Promote sound standards of corporate governance and act as a guardian of corporate integrity, including to ensure that the concept of stakeholders is in the Board's mind when important decisions are being taken and to ensure that corporate social responsibility issues are considered;
- Advise regulatory bodies of constitutional changes and sales of assets;
- Review all legislative and regulatory developments and advise the Boards and Committees accordingly;
- Compliance with GDPR requirements for the Group;
- Coordinate arrangements for all Company Member meetings, including the preparation and delivery of relevant documentation and associated procedures for the meeting;
- Prepare governance sections of the annual report and assist in the overall production of the annual report, providing guidance on best practice;
- Ensure that communication of statutory matters takes place with stakeholders as appropriate and that due regard is paid to their interests;
- Manage relationships with, and drive efficient performance of, relevant external service providers including the registrars, employee benefit trustees and share plan administrators;
- Communicating competently with external counterparts and investors;
- Assist with Group projects including structure or financing reorganisation, acquisitions and disposal.

Committee Support Responsibilities

- Group Board
- Board Audit Committee
- Appraisal and Remuneration Committee
- Boards of; Myriad Homes, Myriad Housing, Myriad Plc, CHP Foundations

Creating homes, shaping places

- Embrace CHP's vision, purpose and values by being a great team player who leads by example to do what it takes to ensure CHP's success.
- Taking responsibility for your own safety, you will follow correct procedures to ensure a safe and healthy working environment for yourself and others;
- Be compliant with the Risk Management Policy, raise awareness of risk with staff, implement strategies to minimise risk and report any new or emerging risks.
- Embrace equality and diversity in the workplace and adhere to all other relevant policies and procedures, communicating these to your team

Person specification

QUALIFICATIONS:

- ICSA or Law (LLB / LLM) degree;
- Post qualification experience.

EXPERIENCE, KNOWLEDGE AND SKILLS:

- Experience of working in a senior administrative or company secretarial capacity with exposure to board level interaction;
- High-calibre, confident, commercially minded company secretary with proven ability to manage complicated projects, excellent drafting skills, high levels of autonomy and a proactive approach;
- Board level experience;
- Management experience;
- Ability to prioritise and to keep deadlines within a challenging environment;
- Ability to rapidly develop confidence and trust with people throughout the group;
- Excellent communication and interpersonal skills, both written and verbally;
- Strong organisational skills and ability to keep calm under pressure;
- A team player but self-motivated and able to work autonomously;
- Able to develop strong working relationships and partnerships.

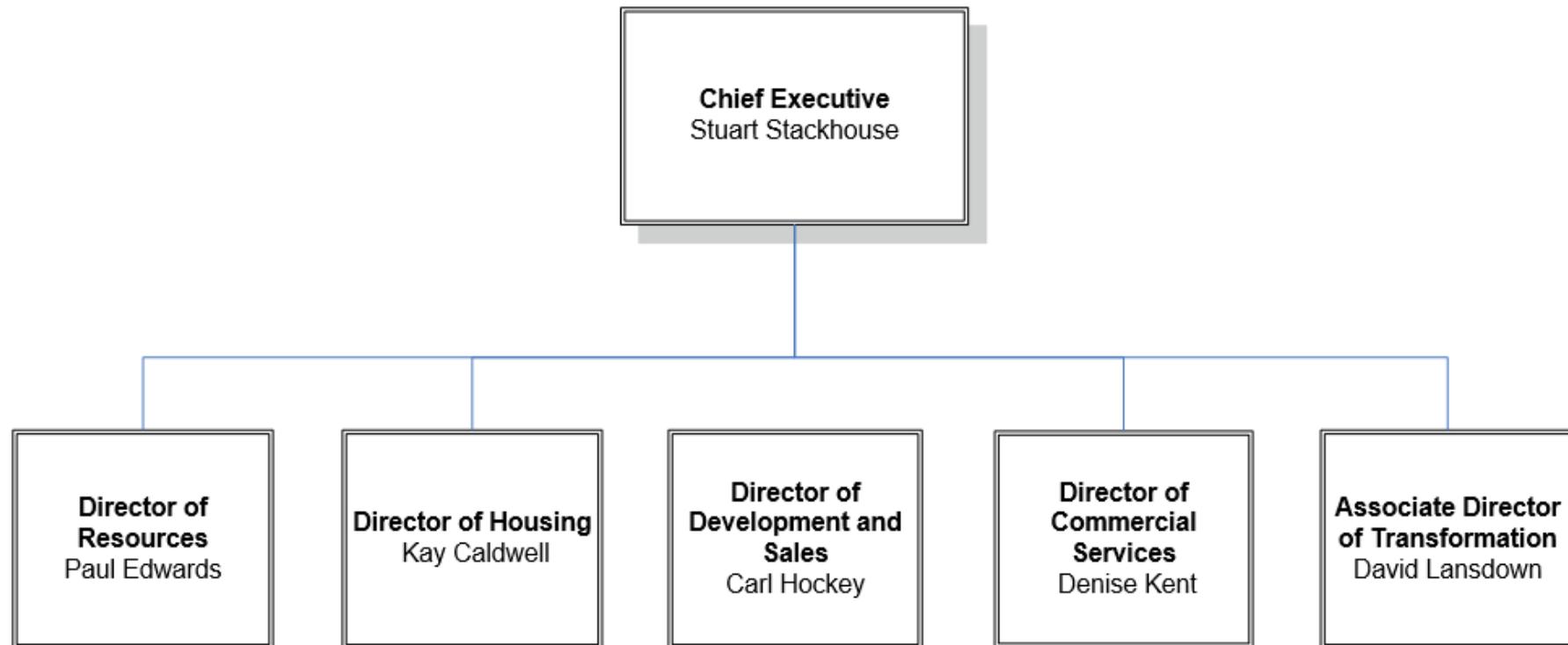
DESIRABLE:

- Financial experience

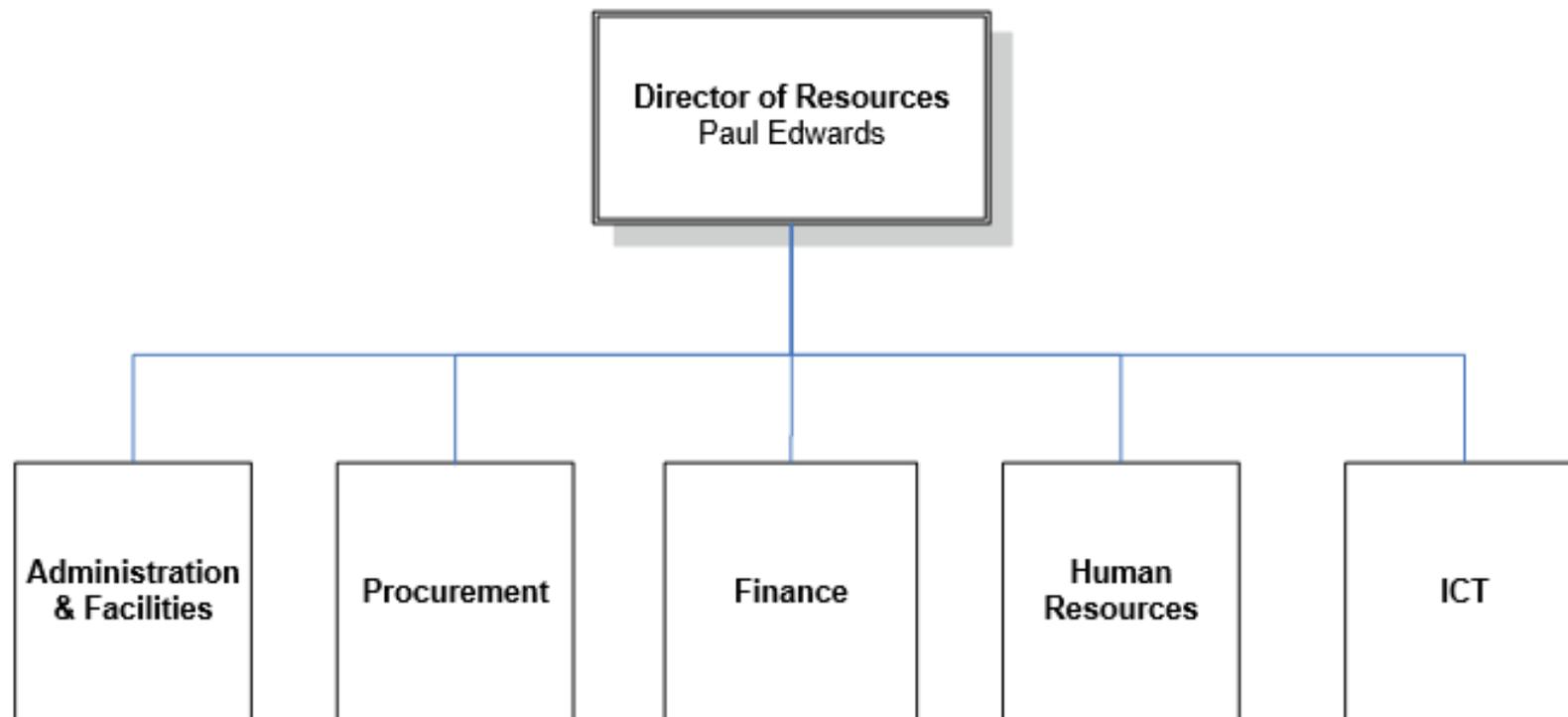
VALUES AND PERSONAL COMPETENCIES:

- Committed to the values and vision of the organisation;
- Committed to Equality and Diversity

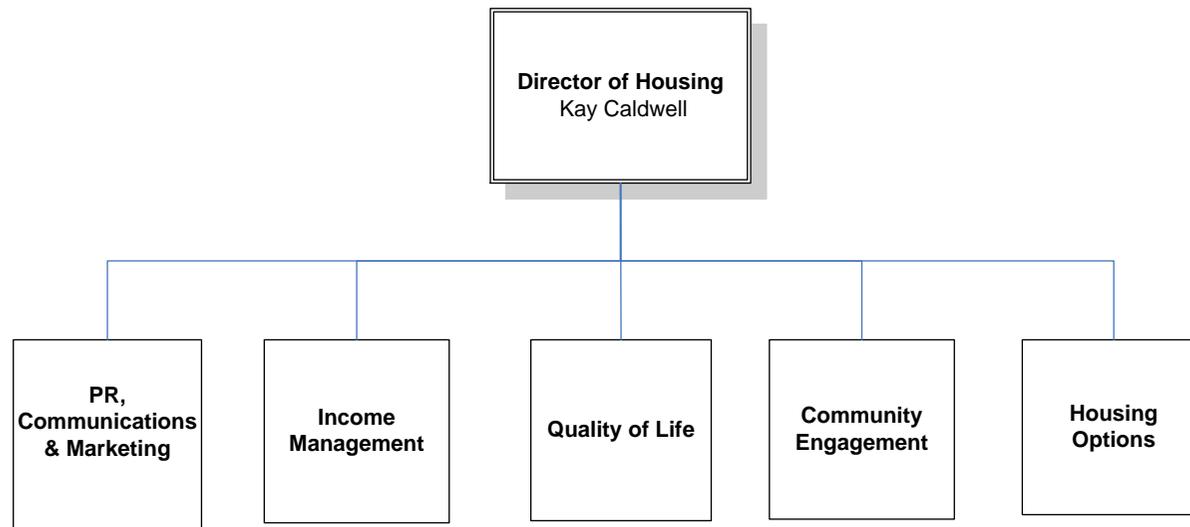
Executive management team



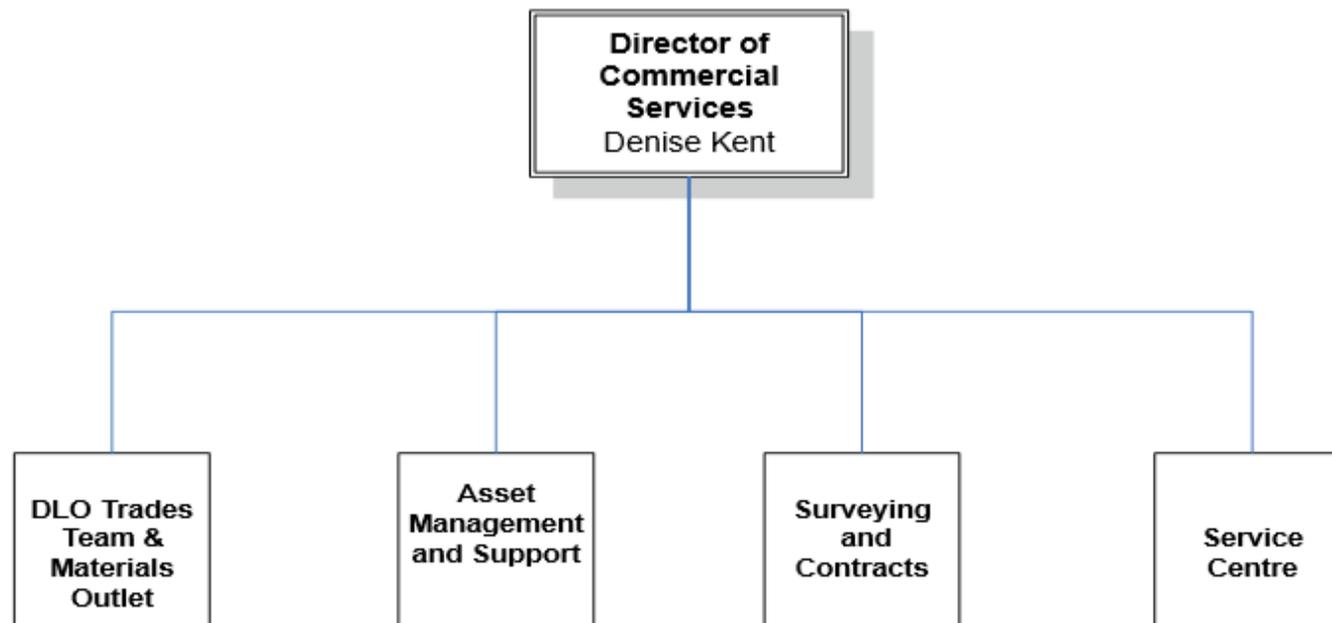
Resources team



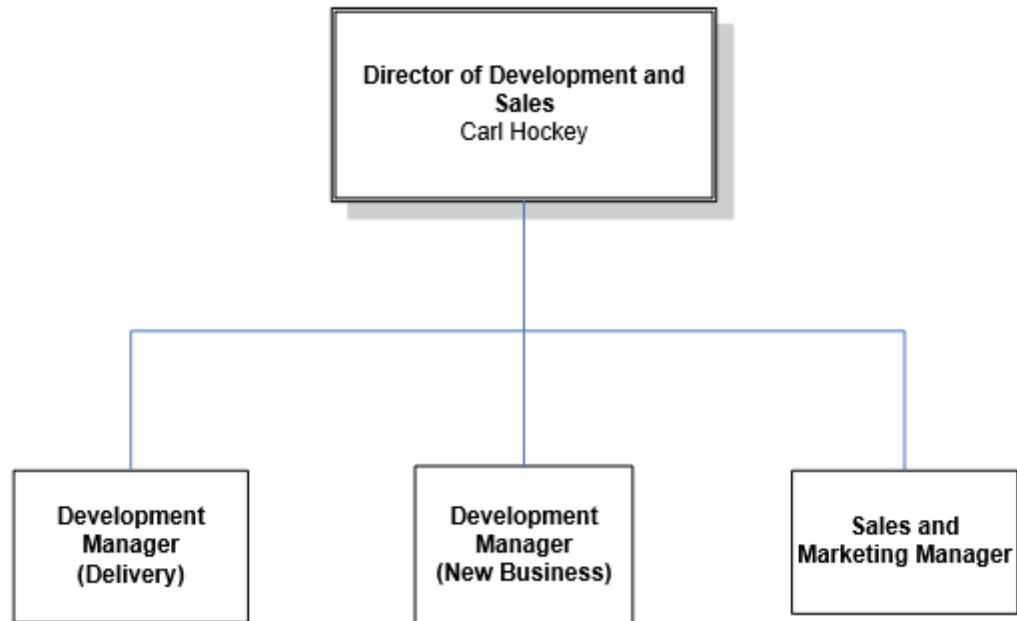
Housing team



Commercial services



Development and sales



Principal terms and conditions

Salary and package:

The salary for this post is circa. £60,000 per annum.

A business mileage rate will apply for duties relating to CHP business.

A choice of pension benefits will be available and a free life assurance scheme is available for all employees in addition to the normal pension 'death in service' benefits.

We are committed to encouraging and supporting employees to undertake further learning and development relevant to their role and career aspirations.

Additional:

- You at Work Voucher Services – Reward scheme offering discounts, offers and money saving opportunities including Gourmet/ Taste Cards.
- Cycle to Work scheme
- Childcare vouchers
- Annual membership subscription to one professional body if this is considered to be beneficial to your post.
- Discounted gym membership at Riverside Ice and Leisure Centre in Chelmsford.
- Free car parking is generally available at Myriad House.

Holiday entitlement:

The annual leave entitlement for this post is 25 days per annum, plus 3 extra days between Christmas and New Year.

Working hours:

Normal hours of work are 37 hours per week

Probation:

The probation period for the role is 6 months.

Location:

Your normal place of work will be our Head Office; Myriad House, 33 Springfield Lyons Approach, Chelmsford, Essex, CM2 5LB.

Key dates and selection process

Closing date:

Friday 20th October 2017, 12 noon

Successful candidates will be informed by **Friday 27th October**. All unsuccessful candidates will be offered feedback by Campbell Tickell.

First Interviews:

Thursday 2nd November 2017

Longlisted candidates will be interviewed by Campbell Tickell.

The panel will include Kelly Shaw, Associate Senior Consultant and Stephen Bull, Senior Consultant.

Interviews will be held at Campbell Tickell Head Office; Third Floor, Olympic Office Centre, 8 Fulton Road, Wembley Middlesex, HA9 0NU

Final Interviews:

Monday, 6th or Friday, 10th November 2017

There will be a presentation and panel interview, as well as an informal meeting with the Executive Management Team.

The interview panel will include Stuart Stackhouse, Chief Executive, and Keith Andrew, Chair of Trustees.

We hope you will appreciate that we are seeking to get a balance in delivering a robust selection process that is not overly onerous for candidates. If you have any issues with the dates, please do speak to Campbell Tickell in advance of submitting your application.

Interviews will be held at our Head Office; Myriad House, 33 Springfield Lyons Approach, Chelmsford, Essex, CM2 5LB.

Supplementary information

The following can be downloaded from <https://www.chp.org.uk>

Corporate Plan 2016-2020

[Corporate plan](#)

Equality and Diversity Policy

<https://www.chp.org.uk/download.cfm?doc=docm93jijm4n452.pdf&ver=3393>
<https://www.chp.org.uk/download.cfm?doc=docm93jijm4n452.pdf&ver=3393>

CHP Annual Report 2015-2016

<https://www.chp.org.uk/download.cfm?doc=docm93jijm4n2916.pdf&ver=4785>

Media advertisement

**Creating homes
shaping places**



Operating across Essex, CHP is a locally based housing company providing homes for people unable to rent or buy privately.

COMPANY SECRETARY

c.£60,000 per annum

Our current programme of development means that we will own and manage over 10,000 properties by 2020, with capacity to continue to provide over 400 new homes per annum to meet local needs.

Our Board and Company Members have agreed changes to governance arrangements. This new role will have a key responsibility to help deliver the highest standards of governance across all business activities. You will have a close working relationship with the Chair and Board of Trustees, as well as our Executive Management Team.

Reporting to the Chief Executive, you will work collaboratively to ensure the delivery of the vision and strategic objectives. This post will be in a position to provide guidance and influence across the whole business.

Experience of the housing sector is not essential, but evidence of working in a regulatory environment and understanding of compliance are essential. If you have the drive and enthusiasm to be a part of a high performing, socially responsible company with the interests of our residents at heart, then we would like to hear from you.

For an informal discussion please contact our retained consultant Kelly Shaw at Campbell Tickell on 07900 363803 or 020 3434 0990. You can download a job pack from www.campbelltickell.com/jobs

Closing date: 12 noon, Friday, 20th October 2017.

First interviews: Thursday 2nd, November 2017.

Final interviews: Monday, 6th and Friday, 10th November 2017.

Committed to equality of opportunity, we welcome applications from all sections of the community. Applications for job share and part-time working will be considered on a business needs basis.





Third Floor

Olympic Office Centre

8 Fulton Road

Wembley Middlesex

HA9 0NU

020 8830 6777

