



## People and Culture Committee Member Role Information

### Purpose:

The purpose of the People and Culture Committee is to ensure that Elim's customer strategy is carried out, and that Elim has the right people (staff), culture and internal systems to deliver effective housing and support services and good quality customer service. We are seeking up to two new members who have experience as customers of Elim Housing and an understanding of the homes and services we offer.

### Responsibilities:

You will join as a co-opted member of the People and Culture Committee. Along with all other members of the committee, you will have a role in monitoring and measuring Elim's performance against our annual plans and organisational responsibilities and ensuring that service improvements are made based on performance measures and customer feedback.

### Skills and experience : our People and Culture Committee Members will need:

- ✓ Experience as a current or previous customer of Elim Housing, with a first-hand understanding of the homes and services we offer
- ✓ An enthusiasm to understand our business and strategic plans, and contribute ideas that will help shape future strategies to achieve Elim's vision, values and objectives
- ✓ An interest in the housing sector and the continuous improvement of Elim's services for all of our customers
- ✓ To communicate well with a diverse range of people, listen and respect alternative views, and show a willingness to express your views and perspective in a constructive manner
- ✓ The ability to take into account the views of others but also be able to share opinions based on their own experience and opinions
- ✓ Experience of involvement or an interest in people-focussed services, such as retail, the care sector, childcare or hospitality where there may be relevant transferable knowledge
- ✓ The ability to analyse and assess key information to monitor the performance of the organisation against our aims and objectives
- ✓ To represent Elim's CARES values, vision and objectives of the organisation and respect the relevant Board and Committee's code of conduct
- ✓ A willingness to use IT as part of the Committee member role – we will supply any equipment you may need.
- ✓ Sufficient time to participate, including preparing for and attending committee meetings, training sessions and other occasional events as required

## Values:

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

All of our staff, Board and Committee members are expected to represent the Elim CAREs values:



We are keen to increase our Board and Committees' diversity and particularly welcome applications from underrepresented groups.

We will also make suitable arrangements to ensure that Committee membership is accessible for applicants and members who are disabled or need other reasonable support. Please contact us if we can assist in any way.

We are happy to discuss any aspect of this role in more detail and encourage you to contact Rachel Pinchin on 01454 411172 to arrange an informal discussion at your convenience