Recruitment Pack

Independent Customer Members of the Operations Committee

Better
Homes
Communities
Business

Your application

Thank you very much for your interest in becoming an **independent customer member of our Operations Committee.**

We've created two new roles to improve customer involvement in decision making and oversight of our services.

This pack provides detailed information about the role and how it will work.

If you would like to discuss the role or your application, please email **claire.howe@b3living.org.uk** or **becky.west@b3living.org.uk**

To apply

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We want to know why you are interested in the role and how you meet the requirements outlined in the role description include in this recruitment pack.

Please submit your statement of interest by:

Monday 8th June 2025

by emailing it to: **jobs@b3living.org.uk**

If you prefer to send a paper copy, you can send it to: Claire Howe, Building A, Turnford Place, Great Cambridge Road, Turnford, Herts, EN10 6NH

If you are shortlisted, we will contact you to arrange an interview.

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Welcome, from B3Living!

At B3Living we're very proud of our homes and the services we provide, but we know there's always room to make things better.

B3Living's Operations Committee is made up of four Board members who are keen for customers to join them in sharing their ideas and making sure that our customers' interests are at the heart of what we focus on. You can find out more about our Board and Committees on page 7.

As a result, we've created two new positions to help us do just that. We are looking to recruit two customer members to the Operations Committee. We believe that these new roles will help us better understand what it is like to live in our properties and identify which aspects of our services would benefit from more focus.

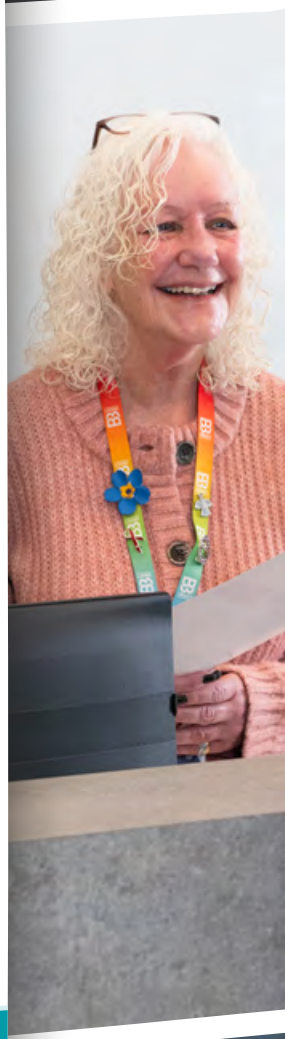
This is an excellent opportunity for your CV. You'll gain experience of working at a senior, strategic level. If you are successful, we'll support you to be involved in the decision making process and to understand our services in detail.

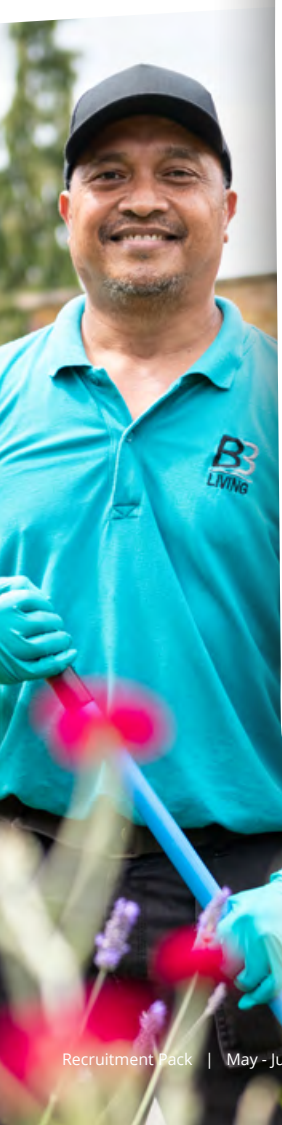
You'll also get an opportunity to spend time with our Board and understand more about how the organisation is run. With your input, we will learn more about what matters to our customers and use that knowledge to help us be a better landlord.

We look forward to hearing from you!

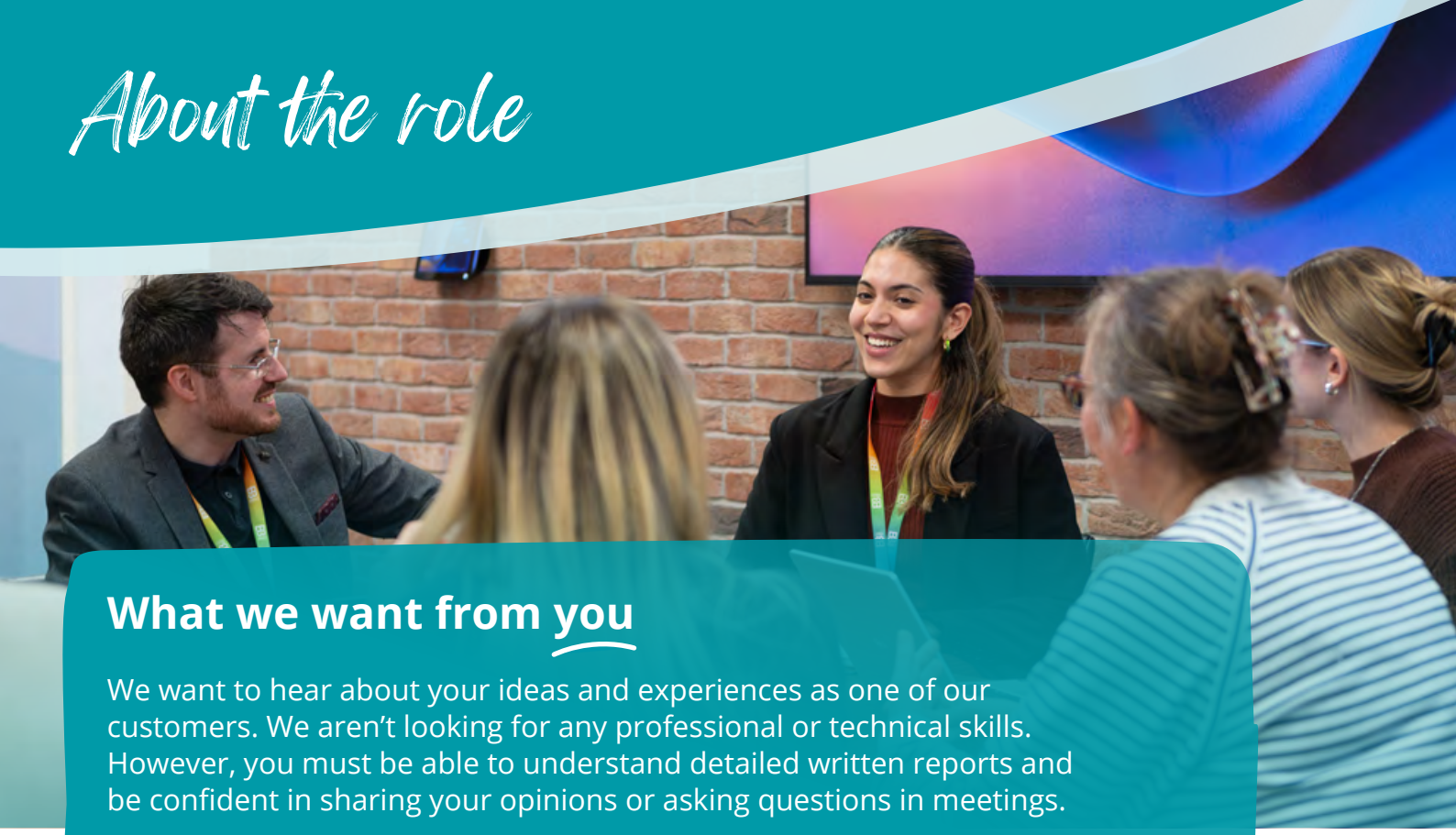
Good luck with your application.

Caroline Abomeli
Chair or the Operations Committee





About the role



What we want from you

We want to hear about your ideas and experiences as one of our customers. We aren't looking for any professional or technical skills. However, you must be able to understand detailed written reports and be confident in sharing your opinions or asking questions in meetings.

We're looking for people who can think beyond just their own interests and consider the needs of all B3Living customers and what is best for everyone.

The complete role description is included at the end of this document. It sets out the purpose of your role on the Operations Committee and what we are looking for from you.

If the words we're using are unfamiliar, don't let that put you off. We'll offer training and we're looking for someone bought into the goals of the Committee - not someone with prior experience.

Eligibility

All B3Living customers, including shared owners, are welcome to apply as long as you hold a tenancy with B3Living. Your application will not be considered if you are in a serious breach of your tenancy (such as having high rent arrears), or if you are also a B3Living employee. If you join the Committee and move out of a B3Living property or no longer meet the criteria in any way, you'll need to step down from this position. If you are a member of our Customer Advisory Panel and are successful in this role you'll need to step down from the Panel as this serves a different purpose.

Time commitments

If appointed, we'll expect you to attend three Operations Committee meetings a year which usually last around two hours and are held remotely via MS Teams (See page 9 for meeting dates).

You'll also be invited to our two Group Board strategy away days, both of which are in person meetings and one of which is overnight (expenses paid).

You'll need to take time to read through a range of reports before each meeting which are provided a week in advance. You'll be invited to attend other events throughout the year as well as occasional training. There will be an induction programme for new members which will require additional time when you first join us. Independent committee members will usually be appointed for a three-year period, at which point they will be step down, and may be reappointed for a maximum of a further three years.

Payments

If appointed, you'll be paid £3,000 per year. This will be paid monthly in arrears after the deduction of any income tax or national insurance payments required (according to your circumstances). We will also pay you for any reasonable, authorised expenses that you might need, such as travel expenses. You should be aware that receiving this payment might affect your income tax liabilities or any state benefits that you are claiming. Although we can offer support to help you investigate the potential impact, you'll be responsible for understanding how this may affect you and for accepting any loss. You can choose not to be paid if you prefer.

About B3 Living

Our mission is to make a sustainable, positive change to housing provision for our customers and communities.

- Our values and social purpose come through in our culture.
- We are supportive, inclusive and committed to doing the best for the people that live in our properties as well as our colleagues.
- Our Board is friendly and welcoming.

Our values provide a framework to help us make decisions. They are:

- **One Team**
- **Innovative**
- **Open**
- **Commercial**
- **Adaptable**

Our governance structure

B3Living is led by a Group Board which has up to 12 members. The Board sets B3Living's strategies which are the delivered by the Chief Executive, Executive team and other staff. Our Board members come from all walks of life and each member brings different skills and perspectives to discussions at meetings. Details of our Board members including who is on which Committee can be found on our website here:

Board members and Committees

www.b3living.org.uk/about-us/who-we-are/our-people/board/

The Board is supported by five Committees covering different functions of the organisation.

We also have two subsidiary companies. B3 Living Development Ltd delivers our development schemes on behalf of the Group, and Everlea Homes Ltd is a commercial company that is not currently active.

Operations Committee

Considers the quality of B3Living's homes and the services to its customers. The topics discussed by the Committee are very varied and include things like our repairs service, what we offer to older customers, how we handle complaints and reviews of any health and safety concerns.

Audit and Risk Committee

Focuses on managing any risks to the organisation and giving the Group Board assurance.

Treasury Committee

Makes sure B3Living can borrow the money it needs to build new homes.

Investment and Development Committee

Approves land purchases and development schemes and has oversight of our development activities.

Remuneration and People Committee

Makes recommendations about issues such as staff pay and how things are going in the workplace.

Role description

Role purpose

To act as an independent member of the Operations Committee.

Each independent committee member has:

- To provide an independent and objective perspective, using their skills, knowledge and experience to contribute to effective governance of the Committee.
- A general duty to act in the interests of B3Living, being committed to our social purpose, corporate objectives and core values.
- A duty to ensure that the company observes its rules.
- A duty to govern the company with proper skill and care, contributing to, abiding by and assuming collective responsibility for Committee decisions.

Independent Committee Members may not also be members of the board.

Leadership

- Share accountability for both the direction and control of the Committee within the agreed terms of reference.
- Establish a strong and positive working relationship between the Committee, the lead member of staff and other senior staff.

Risk

- Within the agreed organisation's risk framework, contribute to the identification, management and reporting of risk within the terms of reference of the Committee to safeguard the organisation's assets.

Governance

- Ensure that the Committee complies with all legal and statutory obligations and that all regulatory requirements are met.

Personal development

- Be both well informed (undertake appropriate background reading, develop and maintain an appreciation of the key challenges faced by the Committee and contribute specialist knowledge, expertise and/or experience.

Strategic management

- Support the Committee Chair in his/her/their role of providing strategic leadership and creating a positive committee climate.
- Set objectives for the Committee in the context of the organisation's strategy and policy and determine the outcomes required.
- Review and evaluate current and future external opportunities, threats and risks together with current and future internal strengths and weaknesses to ensure effective decision making.
- In conjunction with the Committee as a whole, be accountable for the quality and effectiveness of the Business Plan in contributing to the long-term sustainability of the organisation.

Abilities

- Ability to make a constructive contribution to meetings through preparation and understanding and to represent the customer viewpoint without bringing personal issues to the meeting.
- To work within a diverse team.
- Ability to understand complex issues, including financial information ability to take an active part in collective debate and decision-making ability to attend Committee meetings, training and development events and other corporate activities which may be held in the evening and at weekends.

Understands, and is committed to:

- B3Living's culture, ethos and values.
- B3Living's objectives.
- Values of social housing and supported housing.
- B3Living's equity, diversity and inclusion objectives.
- B3Living's commitment to customer service.

Personal qualities

- Commitment to the vision and values of the organisation.
- Commitment to equity, diversity and inclusion in employment and service delivery.
- High standards of personal and professional integrity.

Don't count yourself out. This description might sound very corporate - and we do want people to take it seriously. But, essentially, it's about seeing the big picture and getting involved key decisions. We'll train and support you. No previous experience needed.

Key dates and selection process

The closing date for submitting your statement of interest:
8th June 2026

The interviews for shortlisted candidates will be held:
26th June 2026

You'll be interviewed by a panel which includes Caroline Abomeli (the Chair of the Operations Committee), Vipul Thacker (a member of the Operations Committee), and Claire Howe (our Company Secretary).

If you aren't shortlisted, we'll let you know that you have been unsuccessful and offer you feedback on your application if that is helpful.

Meeting dates

The following meeting dates have been set:

Operations Committee

Remote via Teams

- **7th July 2026**
- **3rd November 2026**
- **9th February 2027**

All of these are 4-6pm

Group Board Strategy Day

In person.

15th October (Afternoon) – **16th October 2026** (All day)

www.b3living.org.uk

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