

# *Board Recruitment 2026*

## **Candidate Information Pack**





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# Welcome

Thank you for your interest in becoming a Group Board member at B3Living. We are an ambitious and growing housing association based in Broxbourne, with 6,000 homes in Hertfordshire and Essex, and 400 new homes in our development pipeline. Our annual turnover this year will be £50million, and we pride ourselves on high satisfaction ratings from our customers. We are committed to addressing the acute shortage of affordable homes, ensuring that we help create cohesive communities through supporting our residents.

Last year we were delighted to be awarded all top three gradings following our regulatory inspection, with a V1 rating for financial viability, a G1 rating for governance and a C1 consumer rating from the Regulator of Social Housing. We are also rated by Moody's, with a strong A3 rating. We are well governed, financially sound, and offer good value, customer-focused services to our residents.

This is the perfect time to join our Board as we start to establish our goals for our next Corporate Strategy, continuing our strong emphasis on customer service, a focus on health and safety, colleague wellbeing and the meaningful engagement of customers through our Customer Community and Customer Advisory Panel. We also have a strong focus on community and tenancy sustainment. We have an ambitious growth programme which supports our goal of tackling the housing crisis in our local area with an ongoing and steady delivery of new homes.

Over the next few years we also want to strengthen our focus on data and systems, as we explore how we can strengthen our service offer to customers, ensure that our operations are efficient and that we maximise the opportunity to make improvements using accurate and well-managed data.

**With this in mind, and with a vacancy currently on our Board, we are looking to appoint a new member to our Group Board. This role is for someone with a background in ICT strategy, data and/or cyber risk management. The successful candidate will also be required to join our Audit and Risk Committee. We are very open to applicants from outside the housing sector, bringing fresh perspectives to our Board. Prior Board experience is not essential – we welcome applications from first-time board members and offer a comprehensive induction as well as the option of a Board mentor.**

We believe having a diverse board is vital to our ongoing success and we particularly welcome applications from underrepresented groups, which in our case is female members, people with disabilities and younger people. We also encourage applications from candidates with lived experience of social housing.

The time commitment for a board member role is an average of two days per month, and our Group Board meetings are generally held from 3pm on a Tuesday.

The remuneration is £5,100 plus reasonable expenses. Group Board meetings are held face-to-face and subsidiary meetings are virtual.

Our board works constructively and effectively with both each other and our Executive Team, and we have diverse members with a range of complementary skills and backgrounds. This is an exciting opportunity to join a great team that is leading a successful and ambitious organisation.

To find out more about us, please visit our website at [www.b3living.org.uk](http://www.b3living.org.uk).

We hope that you like what you read, and are motivated to apply.



Best wishes,

*Andy Walder*

Chair of the board

# Who we are

**The housing market is out of reach for many people.  
That's where B3Living comes in.**



**6000**  
Homes



**13000**  
people we support



**180**  
people in our team

We're a social business. We rent and sell homes to help people who are priced out of the market. You'll find us working with our local community in Broxbourne and across southeast Hertfordshire, where we have 6,000 homes supporting more than 13,000 people.

A home is more than bricks and mortar and so are we. B3Living's services help our customers live comfortably in their homes: we look after our buildings and estates, and we support people when life changes – for example, when money gets tight or when they get older. Our values and social purpose matter to us; that's why we enjoy working here.

We work to tackle the housing crisis with positive, sustainable change.

A single home is always part of a bigger community. We're an active member of our community, building the affordable homes it needs and using our tight local network to connect people to the support they need.

As a social business, people are also very key. Helping people is why we're here, and we couldn't do that without a team who really cares. Each person contributes to the homes and services we provide for local people. That's why one team is one of our values.



[Click here to  
view our  
board  
members](#)

# What we do

**We work to make sure people in our area have access to a home. We work in Broxbourne (Hertfordshire) and the neighbouring areas.**

In short, we provide homes for local people who are priced out of the market. This takes lots of different forms, including:

- ✓ Providing rented homes for people on the council's waiting lists.
- ✓ Looking after our buildings and estates.
- ✓ Doing our bit in our community.
- ✓ Helping people to live independently as they get older.
- ✓ Supporting our customers when life becomes difficult, connecting them to charities or services.
- ✓ Building part-buy, part-rent homes (i.e. shared ownership) to help first-time buyers get on the ladder.



## In the last year we have:



Built 55  
affordable  
homes



Spent £26.6m  
on building new  
homes



Invested £8.8m  
in our existing  
homes



Gained a silver  
rating for net  
zero carbon



# Our mission and values

Our mission is to make a sustainable, positive change to the housing crisis for our customers and communities. Our values provide a “go-to” framework to help our colleagues with making decisions or to form new strategies:

## **One team:**

Working together to achieve our goals.

## **Innovation:**

Proactively challenging to maximise opportunities.

## **Open:**

Communication and listening inclusively.

## **Commercial:**

Creating value and understanding costs.

## **Adaptable:**

Continuously changing to improve the way we work.



# Better futures

Our 2024-2027 corporate strategy highlights key themes to demonstrate how we will make the biggest difference to our communities. Our core purpose is simple, we want our homes and services to continue getting better for our customers

## We have six core themes:

### Excellent customer experiences

Meeting housing needs and providing good services to our customers has always been at the heart of our organisation. Our aim is to provide a consistent, excellent customer experience for everyone. We will achieve this by developing a deeper understanding of our customers' needs and ensuring their voice is heard at every level of our organisation.



### Pride in safe homes and communities

Our customers should always feel and be safe in their home. During the course of our strategy, we will invest circa £20m improving our existing homes, ensuring that all properties are as a minimum exceeding the Government's Decent Homes Standard and evolving legislation.



### Climate resilience and cutting carbon

We are working towards meeting the UK's 2050 zero carbon target. We will be building future-proof homes and reducing our fossil fuel usage across our operations and supply chain.



### Building locally

We're building 400 new homes over the 3 year strategy period. These will be a mix of social, affordable and shared ownership homes - all of which are desperately needed locally. Our focus is to ensure the homes we provide are homes our customers want to live in.



### A great, inclusive place to work

We are committed to creating the right culture and working environment for our colleagues to flourish. We will invest in their personal and professional development as well as in the right leadership for our organisation.



### Responsible business foundations

Our culture and our values provide the foundation for our commitment to corporate responsibility. We will continue to prioritise the financial strength of our business and value for money across our operations.



[Click here to read our full 2024-2027 strategy.](#)



# Equity, diversity and inclusion

Everything we do, as a landlord, an employer and within the local community, should reflect our values around equity, diversity and inclusion.

We know we have more work to do to build a workforce that's representative and to make sure our services and culture are as inclusive as possible. We've started this journey and learning will be a big part of it.

## What are we doing to develop equity, diversity, and inclusion at B3Living?

Our Board has recently agreed a new equity, diversity and inclusion strategy and action plan, which has been shaped by the views of both our customers and colleagues.

This builds on our previous strategies and will be reviewed every year.

### This includes:

- Equity, Diversity, and Inclusion training for all staff.
- Building our [Customer Community](#) membership and ensuring it reflects our wider customers.
- Using customers diversity information to steer the way we deliver and prioritise our services.

We have an Equity, Diversity and Inclusion Strategy. It's aim is to break down barriers, eliminate discrimination and make sure we offer equal opportunities.

We want to be a place where people are appreciated and valued for their own unique contribution and aren't constrained by their own identity or circumstances.

[Click here to read our ED&I Strategy](#)





# Role profile

As we look to the future, we are seeking a new Non-Executive Board Member to support our journey. This role will provide strategic insight and challenge at an exciting time of change and progress. We are particularly keen to hear from individuals with the following background.

## Technology

The Board is seeking a Non-Executive Director who will provide strategic oversight and informed challenge in relation to technology, digital transformation, data and cyber risk. The role will support the organisation as it strengthens its core systems, improves data quality and capability, and uses technology more effectively to inform decision-making and enhance customer experience. Operating at board level, the postholder will have operated in a senior role within Technology, and will support the executive team and board to shape priorities, test assumptions and ensure that investment in systems and data is aligned to the organisation's strategy, risk appetite and regulatory obligations.

The successful candidate will also contribute to the design and delivery of the next strategy period, ensuring the organisation remains financially and reputationally sound while remaining accountable to its customers.

## As a Board Member at B3Living, you will:

- Work collaboratively with the Board and Executive team to steer B3Living and its subsidiaries toward our shared vision.
- Help shape and oversee the strategic direction of the organisation, ensuring our commitment to community impact, customer focus, financial sustainability, and environmental responsibility.
- Act as a visible and trusted figurehead, supporting the Chair and representing B3Living's values and objectives externally and internally.
- Champion high standards of governance, compliance, and risk management, ensuring that B3Living meets regulatory expectations and delivers for its customers and stakeholders.

## Key Accountabilities

### Lead with purpose:

- Share accountability for setting the organisation's vision, values, and strategic aims.
- Support the Chair between meetings and act as a trusted adviser and ambassador for the organisation.
- Bring expertise and leadership to key decisions that impact residents, stakeholders, and the broader community.

### Collaborate and support:

- Engage proactively with fellow Board members and the Executive to create effective governance and ensure a 'one team' approach.
- Foster a culture that promotes equality, diversity, and inclusion, ensuring all voices are heard.
- Contribute constructively to Board discussions, bringing insights and challenge where appropriate.

### Drive positive change:

- Help set and monitor short- and long-term objectives, keeping B3Living focused on what matters most for customers and communities.
- Support the Executive team to deliver strategic outcomes aligned with financial viability, regulatory compliance, and social impact.
- Ensure that development, financial, and customer-focused strategies are properly scrutinised and deliver value for money.

### Stay accountable:

- Oversee organisational performance, using management information to ensure B3Living is on track.
- Uphold the highest standards of governance, including risk management, legal compliance, and regulatory adherence.
- Represent the interests of all stakeholders, maintaining a strong focus on the needs of customers, residents, and the wider community.

# Person specification

## Experience and knowledge

- Experience in digital, data or technology-related roles, with exposure to digital transformation, cyber security or technology-led change
- Experience contributing to, advising on or overseeing significant systems or data initiatives, including decisions about investment and priorities
- A working understanding of cyber risk, information security and technology risk, and how these are managed at Board or assurance level
- Experience using data and insight to support strategic thinking, performance and better decision-making
- Comfort operating in, or the ability to quickly understand, a regulated and compliance-led environment
- First-time board members are encouraged to apply – we offer a full induction and access to a board mentor

## Skills and attributes

- Demonstrates integrity, professionalism, and a commitment to B3Living's vision and values.
- Excellent communication and interpersonal skills, with an approachable and diplomatic style.
- Ability to influence, negotiate, and build consensus among diverse stakeholders.
- Strong judgement skills; able to balance risk with opportunity.
- Deep commitment to diversity, inclusion, and the customer voice.
- Willingness and ability to act as a visible ambassador for B3Living.
- Team player who works collaboratively, constructively, and flexibly with colleagues.
- Willing to dedicate the necessary time and energy to fulfilling Board duties effectively.

## Terms

- Time commitment is 2 days per month (including preparation time for meetings)
- Remuneration: £5,100 per annum, plus reasonable expenses
- Group board meetings are typically held at our HQ in Cheshunt, Broxborne. There are 6 Group Board meetings a year, plus two strategic away days.
- Audit and Risk Committee meetings take place online, from 4-6pm.
- The standard term is three years, renewable for a second term (maximum six years).

Meetings typically take place on Tuesday afternoons. You'll also be expected to contribute to away days, occasional site visits, customer engagement, and training events.

**If you're looking for a position where your work truly matters, where you're part of a team that values collaboration, respect, and making a difference, we'd love to hear from you. For more details about the position of Board Member, please reach out to our search partners at Neemar Search.**



# Board Dates 2026

## Board (In Person)

14 May 2026	All day	Board away day
25 Jun 2026	3.00–3.15pm	Short meeting to review TSM results
13 Jul 2026	3.00–6.00pm	—
8 Sept 2026	3.00–6.00pm	—
15 – 16 October	Afternoon 15th to end of 16th	Board away day
1 Dec 2026	3.00–6.00pm	—
26 Jan 2027	3.00–6.00pm	—
16 Mar 2027	3.00–6.00pm	—

## Audit & Risk Committee

21 Apr 2026	4.00–6.00pm
16 Jun 2026	4.00–6.00pm
17 Nov 2026	4.00–6.00pm
23 Feb 2027	4.00–6.00pm



## *How to apply*

For further information about the position or to arrange a confidential discussion, please contact Hannah Smith at Neemar Search.

To apply for the role submit your CV and supporting statement to Hannah Smith: [hannahsmith@neemarsearch.com](mailto:hannahsmith@neemarsearch.com)

- Closing date for applications: 5pm Monday 16th February
- Final interviews will be held: Tuesday 17th March, in-person