



People and Culture Committee Members Wanted

Are you interested in a new opportunity to gain valuable career experience, inform decision making and shape services for Elim Housing Association?

We want to ensure that our customers' views and insight inform decision making at every level in the organisation and are seeking to appoint up to two Elim customers as members of our forward-thinking People and Culture Committee.

You will join as a co-opted member with experience as a customer of Elim Housing and an understanding of the homes and services we offer. If you are interested in improving services for all our customers and willing to communicate your insight and views, we are keen for you to help direct us over the period of growth ahead.

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

What is the People and Culture Committee?

The People and Culture Committee is one of the three committees of the Elim Board.

This committee is responsible for making sure that our customer strategy is carried out, and that we have the right people (staff), culture and internal systems to deliver effective housing and support services and good quality customer service. Members focus on ensuring we make service improvements based on performance measures and customer feedback.

The Committee meets four times a year either online, or in person at the Elim head office.

What skills, abilities and knowledge are we looking for?

We are looking for someone with an interest in the housing sector and the continuous improvement of Elim's services. If you can demonstrate an enthusiasm to understand our business and strategic plans and bring to our decision making a customer perspective or a particular insight into our services, we are keen to hear from you.

We would particularly welcome customers with experience or knowledge of customer-focussed business, such as retail, the care sector, hospitality or other positions where there may be relevant transferable knowledge. Experience of volunteering or working with local community groups would be beneficial, but not essential. Training will be provided as part of Committee membership.

We will pay committee members expenses, including IT, childcare and transport. We offer an excellent opportunity to develop new skills, knowledge and competencies to enhance your CV, whilst supporting our mission to deliver quality homes and support services that change people's lives.

Our vision is: ***to meet housing need and deliver homes that change people's lives.***

Elim staff, customers, the Board, and stakeholders have worked together to develop the Elim CARES values. These values set out how we aim to deliver our services and work together successfully.



CUSTOMERS FIRST

Customers are at the heart of our services and decision making.



ASPIRATIONAL & ACCOUNTABLE

We are ambitious for our customers, staff and stakeholders. We work with integrity, learn from mistakes and do what we say we will.



RESULTS

We work hard and deliver great results for our customers and for Elim.



EVERYONE'S VIEW MATTERS

We listen to understand, improve and build our services.



SUPPORTIVE

We tackle challenges head on and inspire each other to achieve our potential.

Interested?

For an informal discussion on the People and Culture Committee role please contact Rachel Pinchin on 01454 411172.

Further information will soon be available on this role on the Elim vacancies page: www.elimhousing.co.uk/Jobs/ElimJobs