

Let's
work
grow
care
flourish
together.

Join our Customer
Services Committee.







Customer Services Committee - Independent Member

Welcome to Livv Housing Group

We're Livv Housing Group, an independent housing association providing quality homes and support for our customers and communities, with a focus on social impact.

Working collaboratively to achieve a common goal, we bring people and neighbourhoods together to create better opportunities to grow, develop and thrive.

We own and manage around 13,000 homes across Liverpool City Region and the North West, providing safe and warm homes for our 28,000 customers.

We work alongside our customers and local, regional, and national partners to be the provider of choice for great homes and much more. This means helping people with challenges that they face like the cost of living, employment, health and wellbeing. We're here to help people live happy, successful and fulfilled lives in diverse, welcoming places where they want to stay.

Wherever we work, what brings us together is that we love to create places where people can flourish, where we respect you for **who you are** and support you to **make a difference, your way**.

Because we're Livv, together.

Our business

Livv Housing Group

Livv Housing Group is an independent housing association, and is the parent company of the group, registered with and regulated by the Regulator of Social Housing (RoSH).

Livv Homes

Livv Homes builds quality new homes and aims to provide a world class service to our customers.

Livv Maintenance

Livv Maintenance provides a range of property repair and facilities management services to Livv Housing Group.

Livv Investment

Livv Investment is all about providing finance for social impact.



Hello

A word from our Chair, **Steve Agger**

Thank you for your interest in becoming an Independent Committee Member with us at Livv Housing Group. As a housing provider based in the Northwest, Livv plays a large role in tackling the housing problems of this region. We operate across Knowsley and the wider Liverpool City Region, delivering high quality homes, neighbourhoods and support services. We're looking for a candidate for our Customer Services Committee who'll offer honest opinions and insight to support our aims and objectives.



At Livv, we want to improve the customer experience, address any concerns, and drive positive change both in our organisation and in the communities we serve.

The Customer Services Committee provides us with a much-needed perspective as we work hard to help our customers and keeping them in safe, secure, and well-maintained homes. Having people who may have been social housing customers, or with experience of social housing on this Committee means we are able to make the customer voice the central focus of our discussions. We need the views of those with experience of the services we or other housing providers offer - this kind of feedback is invaluable to us as we work hard to do better.

If you become a Committee member, you'll be using your skills and experience to help us to make the right decisions to improve customers' lives and the communities where they live. In return we pay you for your time, as well as offer you some fantastic opportunities for learning and training.

This is a great chance to have your voice heard and help us get it right for our customers. So, if you feel that you have the right skills, experience and passion to support us on our journey then I wish you every success and look forward to reading your application.

A handwritten signature in black ink, appearing to read 'Steve Agger', with a large, stylized flourish at the end.

Steve Agger

Board member and Customer Services Committee Chair



Hello

A word from our Group Chief Executive, **Léann Hearne**

Hello, and welcome to Livv Housing Group! I'm delighted you're interested in our customer committee member positions.

Housing is about more than just bricks and mortar – for us at Livv, it's about making a difference and improving the lives of people in their homes and neighbourhoods.

It's been one year since we launched our new Corporate Plan, where we detailed our commitment to delivering services shaped with and for our customers. We're working hard to listen and learn, and continue to review and improve our approach to customer engagement and scrutiny to make sure we achieve the right impact, in the right places at the right time.

We're looking for people who can give us their thoughts from a place of lived experience, and who are interested in the chance to develop their skills and knowledge. Your voice is really important to us in our mission to deliver excellent customer service.

The future is bright at Livv and this is a fantastic opportunity for you to support us on our journey. You can find out more about our business in this pack. Best of luck with your application, we look forward to meeting you.



A handwritten signature in black ink that reads "Léann".

Léann Hearne
Group Chief Executive

Purpose, mission and values

Purpose

Unlocking potential and giving people and communities opportunities to flourish.

Mission

Working together with our partners we will be the provider of choice for great homes, support and services.

Values

The values that motivate and drive us are:



Making a difference daily

We invest in our people, our customers and in the creation of a fairer society.



Positively open

We're open to feedback at all times, as we strive to deliver a first-class customer experience.



Forging the right way

We're creating an inspiring road which others will want to follow.



Together as one

Our teams work on another level of cohesiveness to enable us to deliver better outcomes.

Doing more

Reflective of 2023/24 figures set out in our social accounts.

Our activities have generated more than £65.5m in social value



We supported 2,606 people to improve their mental health and wellbeing



We supported 4,316 customers to become financially better off



£2,057,463
benefits secured for customers



We supported 349 people into employment



579 young people better able to manage their mental health



12 young people supported into apprenticeships

Governance structure

Common Board

10 Non-executive Board members / 2 Executive members

Customer Services Committee

The Customer Services Committee monitors the ongoing quality of services provided to customers through the review of operational performance, customer feedback and customer service standards.

Quality Improvement Panel

The Quality and Improvement Panel provides an assurance, co-regulatory, scrutiny and service improvement oversight role that is customer led and representative of our communities.

Audit & Risk Committee

The Audit and Risk Committee is responsible to the parent Board for both internal and external audit issues, business assurance, risk management oversight and internal control systems.

Remuneration & Nominations Committee

The Remuneration and Nomination Committee oversees succession planning and recruitment for the Chief Executive and Executive Team, the Boards succession plan and Board Member recruitment, together with the remuneration of Non-Executive Board Members.

Business Development Growth & Investment Committee

The Business Growth, Development and Investment Committee scrutinises and recommends to the Board, business development, growth and investment opportunities. It reviews the business cases for proposed projects and programmes including the review of risks and returns associated with the proposal.

Livv and Flourish Committee

The Livv and Flourish Committee distributes a social investment fund which supports the growth and sustainability of social impact organisations in Livv's communities.

First Ark Social Investment Board

First Ark Social Investment Limited, operating as Livv Investment. A wholly owned subsidiary of Livv Housing Group. A Special Purpose Vehicle to deliver a single social investment fund, 'Invest for impact'.

Meet our Board

Non-Executive Directors



Philip Raw
(Chair)



Steve Agger
(Vice Chair)



Nicola Waterworth



Eleanor Bowden



John Ray



Anthony Deakin



Phil Pemberton



Ann Gibbons

Executive Board Members



Léann Hearne



Howard Roberts

Meet our Executive Team



Léann Hearne
Group Chief Executive



Sharon Marsh
Executive Director of Customer Insight



Antony Cahill
Executive Director of Property



Howard Roberts
Executive Director of Finance, Risk & Performance

The practicalities

Time commitment

Preparation for and attendance at around six committee meetings each year, plus occasional additional activities and events. Meetings last approximately two hours and you'll need to allow time to fully read your committee papers.

The Customer Services Committee meetings will usually take place during the day and are held virtually using Microsoft Teams.

What we will provide

- A remuneration of £4,500 per year
- a tailored induction programme with appropriate levels of support
- ongoing learning and development activities
- access to IT equipment to support you in your role (if required)
- out of pocket expenses such as mileage.

Independent Committee members are appointed for a three-year term which can be extended to a maximum of six years.

As well as taking a lead at committee level on your area of expertise, we will expect you to contribute more widely to our governance and business through your general skills, knowledge and commitment. We'll also look to you to be an ambassador for Livv Housing Group through your own networks and engagement with our key stakeholders.



Role profile and person specification

Customer Services Committee - Independent Member

Role profile

To provide independent knowledge and challenge. To work with the Committee Chair and members to provide the Livv Common Board with assurance on the effectiveness of:

- How the customer voice shapes and continuously improves the homes and services Livv provides.
- That Livv is delivering its promises to customers and keeping them in safe, secure and well-maintained homes and neighbourhoods.

As an Independent Committee Member you have the following key responsibilities:

- Operate within the Terms of Reference of the Customer Services Committee.
- Support the Board and Committee to ensure there is a strong customer voice by providing views, insight and opinion from a customer perspective.
- To work positively to deliver Livv's objectives, with a genuine commitment to providing good quality homes and services and equal opportunities.
- Apply specialist knowledge where appropriate to help the Committee to make decisions.
- Contribute to debate and positively challenge the views of others where appropriate.
- Work with other Committee members effectively and respect the views of others.
- Attend all meetings of the Committee and contribute through positive engagement and constructive challenge.

- Prepare for all meetings, reading papers before all meetings that you are required to attend and attempting to resolve any queries you have, prior to the meeting, with the authors of the papers.
- At all times, conduct yourself in accordance with the Code of Conduct for Livv Board/ Committee members and observe our Probity Policy.
- Act in the best interests of the Group and its key stakeholders.

Personal Development

- Be both well informed (undertake appropriate background reading, develop and maintain and appreciation of the key challenges faced by Livv) and contribute specialist knowledge, expertise and / or experience to the Committee.
- Participate fully in appraisals and effectiveness reviews and training and development activities.
- Attend induction, training and performance review sessions and work with the Chair to identify personal development needs.

Representation

- Promote the reputation and image of Livv by representing Livv as an ambassador at key events and interfaces with tenants, stakeholders, colleagues etc, both internally and externally.

Person Specification

Knowledge

- Lived experience of social housing services.
- Understanding of the challenges faced by Livv and the Communities it serves.
- Understanding of the needs and aspirations of the communities served by Livv.

Experience

- Experience of working in a Committee setting or of representing collective interests of a wider group of people.

Abilities

- To add value to the work of the Committee by contributing experience, expertise and insight, using skills and knowledge to analyse issues presented to the Committee.
- Ability to make a constructive contribution to meetings through preparation and understanding.
- Ability to work as a member of a team, thinking about what is best for Livv and all its customers.
- Building and maintaining effective working relationships with Committee Members, the Executive, senior leaders and customers.

Skills

- Strong communicator who can express views clearly and able to engage and debate in a constructive manner.
- Creative thinker with good problem-solving skills.
- Able to work as part of a team.
- ICT literacy.

Personal Qualities

- Commitment to the vision and values of Livv.
- Passionate about social housing and improving services for local communities.
- Commitment to equality, diversity and inclusion in employment and service delivery.
- High standards of personal and professional integrity.
- Respect confidentiality of information.

The details outlined in this role profile, particularly the key responsibilities, reflect the content of the job at the date the role profile was prepared. It should be remembered however, that it is inevitable that over time the nature of individual roles will change, existing duties may be lost and other duties gained without changing the general remit of the duties or the level of responsibilities entailed. Consequently, Livv will expect to revise this role profile from time to time and will consult the postholder at the appropriate time.





How to apply and timeable

How to apply

Please submit your application via our website.

We're keen to understand why you're interested in being part of our Customer Services Committee, along with the skills and experience you can bring to the role. It's important your application highlights this - so include this information in your cover letter or on the application form.

The timetable for the selection process is provided below. Let us know in your application if you have any difficulty with the outlined dates and/or any other dates when you are unavailable for interview.

Please complete the website application form by midday on the **4 October 2024**. Your application will be treated with the strictest confidence. Apply [here](#).

Interview and selection process

All applications will be considered and assessed against the requirements of the role profile and person specification in order to select an initial list of candidates. If you've been successful at this stage, we'll contact you via telephone/email.

Timetable

- Closing date - Friday 4 October 2024
- Interviews - Monday 21 October 2024

Further information

If you have any questions contact the governance team: governance@livvhousinggroup.com.

