

Join our team



Welcome to Two Rivers Housing

A warm and heartfelt welcome from a team that is committed to making a difference to people's lives in and around Gloucestershire, is what awaits you at Two Rivers Housing.

We are really pleased that you are considering joining us and look forward to meeting you in person. In the meantime, this pack will tell you a little bit more about our organisation.

Warm, safe, affordable homes

Since our creation in 2003, we have been committed to increasing the availability of affordable housing in the Forest of Dean, Gloucestershire and the surrounding counties. In fact, in 2018 we pledged to build a further 1,000 affordable homes in the area by 2028.

But we want to go further.

We not only want to provide affordable homes, we want to create great homes that support communities.

Our 2021-24 organisation plan builds on what we have already achieved. It lays the path to making our community a place where everyone has access to a warm, safe and affordable home when they need it.

We focus on four key areas that will help us achieve this; Our Customers, Our Homes, Our People and Our Corporate Health. Each one of these is integral to the success of our organisation and our mission.

Garry King
Chief Executive

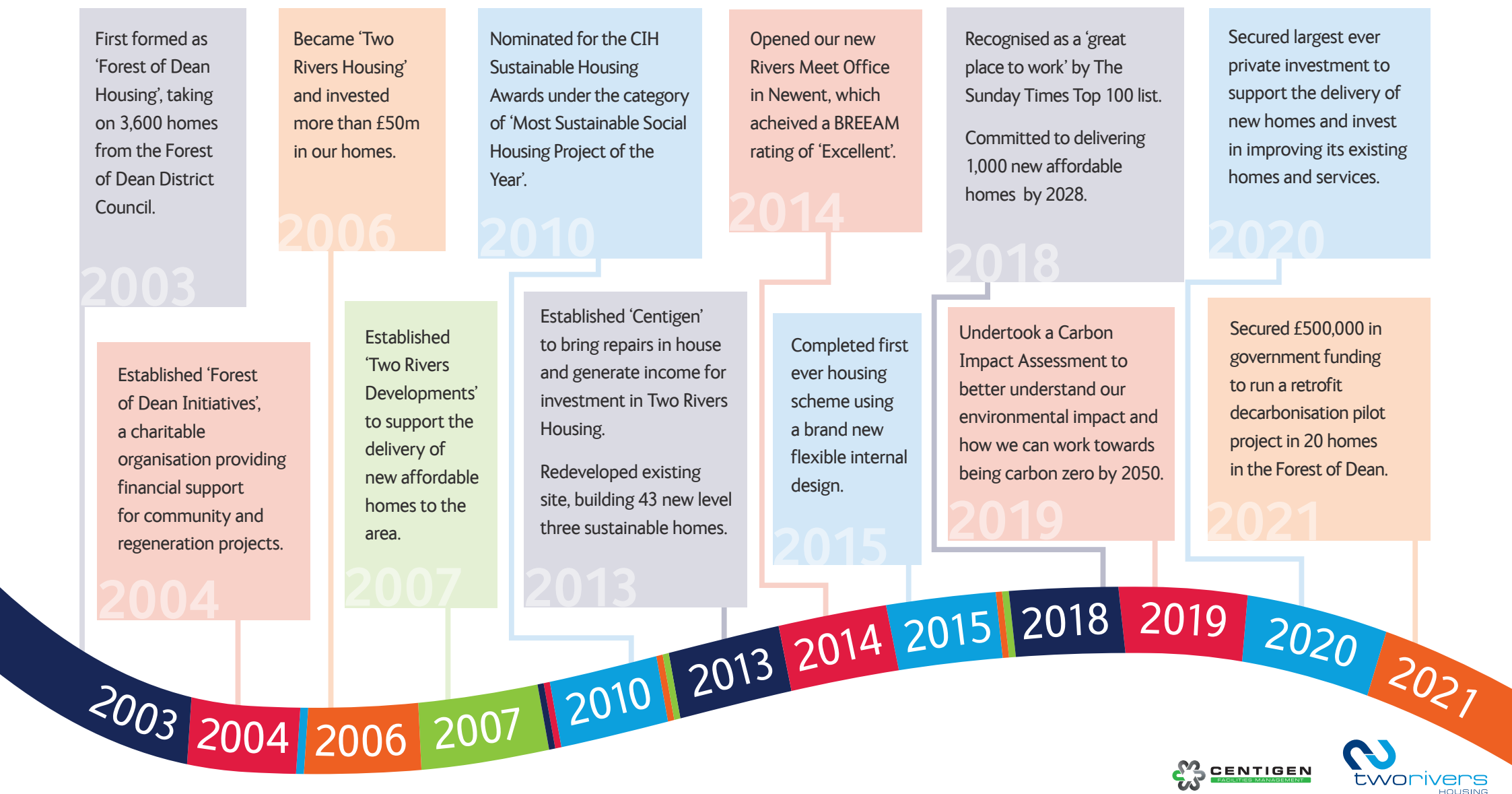


"Everyone should
have access to
a warm, safe,
affordable home
when they need it."

Garry King, Chief Executive,
Two Rivers Housing



Our history



2021-2024 organisation plan roadmap

To support the organisation plan and help us to focus on the right things, we have developed four organisation priorities: Our Homes, Our Customers, Our people and Our Corporate Health. The work we undertake in each of these will help move our organisation forward and ensure we continue to deliver on our promise to provide great homes and support communities. Within each of these priorities are key projects that will help us deliver on our ten year vision.



The Two Rivers Housing Group

The Group consists of Two Rivers Housing Association and three subsidiary companies.

Did you know?

Profits generated by Two Rivers Developments and Centigen FM are returned to Two Rivers Housing Association and reinvested in our affordable homes and tenant services.



- Asset holding
- Borrower
- Charitable registered provider



- Non-charitable
- Non-asset holding
- Limited company
- Development / property company

Two Rivers Developments is a limited company that was created to provide design and build services to Two Rivers Housing and manage developments for private sale. The profits generated from the sale of properties in the private sector are returned to Two Rivers Housing and invested in our planned maintenance programme as well as providing new affordable homes for, and services to, our tenants.



- Non-charitable
- Non-asset holding
- Limited company
- Maintenance and facilities maintenance

Centigen FM is a limited company that provides a responsive repairs service to Two Rivers Housing Association alongside facilities management and maintenance services to a number of organisations across the county. Like Two Rivers Developments, the profits it generates are returned to Two Rivers Housing and invested in our planned maintenance programme as well as providing new affordable homes for, and services to, our tenants.



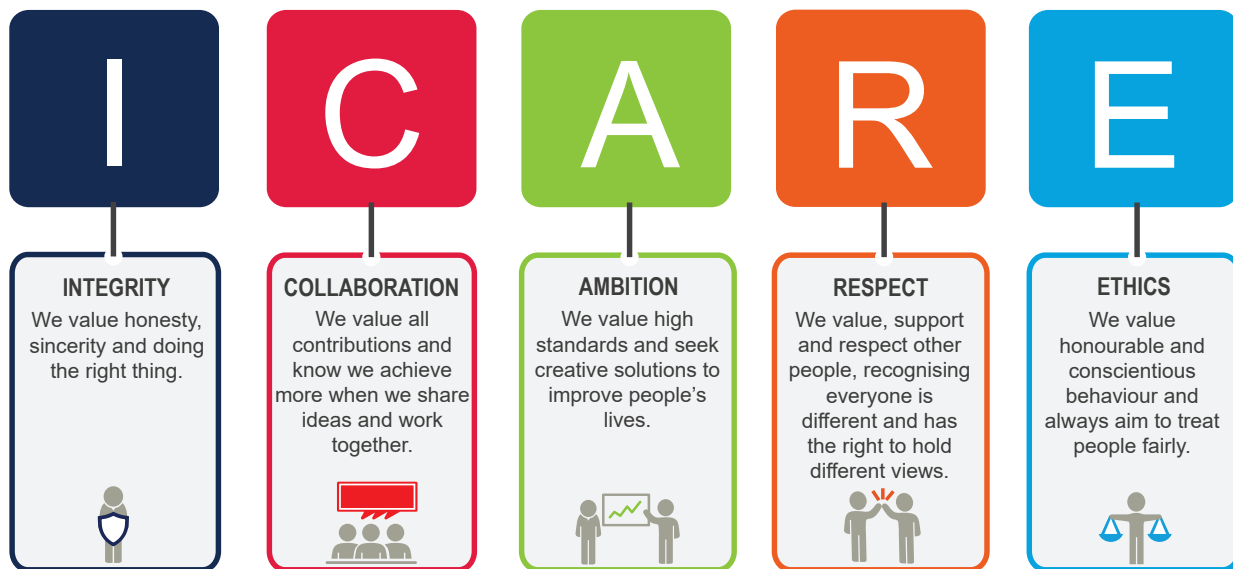
- Two Rivers Initiatives
- Charitable
- Community Benefit Society
- Community initiatives

Two Rivers Initiatives is a charitable initiative, which was set up to provide grants to support projects that contribute to the regeneration of neighbourhoods, strengthens the local economy or empowers residents. It has supported several local projects over the years including the re-lining of Bathurst swimming pool in Lydney.

Our values

Just as important as what we want to achieve, is how we want to achieve it.

In 2020, we launched our new organisation values. These outline the behaviours that we expect our team and contractors to demonstrate when working with our customers and each other.



Our customers

We want our customers to understand that they can trust us to do the right thing, so that they can get on with living their lives. Which is why we have invested in our customer contact and engagement teams.

Through this investment, we will be able to get closer to our customers and listen to their thoughts and opinions on what they want and need from their landlord.

This will enable us to make decisions in line with their feedback and drive improvements to our service standards.

Alongside this, we use an independent customer survey provider to help us understand where we are performing well and where we can make further improvements.

And, in spring 2021 we commissioned England's leading tenant engagement experts, Tpas, to evaluate our current tenant engagement programme and provide recommendations for improvements. We'll be working through the report over the coming months.



Creating great homes

In 2018, we pledged to deliver 1,000 new affordable homes. At the end of 2020/2021, we had built 401 new homes across the Forest of Dean, Gloucestershire and the surrounding counties.

But creating great homes is not just about building new ones.

In January 2020, we commissioned a report on the energy efficiency of our existing homes. This will form part of our wider Environmental Strategy, which will map out how we can reach net-zero carbon by 2050. It is an important part of creating great homes that are both affordable to rent and run.

In 2021, we secured a £500,000 government grant to conduct a decarbonisation retrofit pilot project in a small number of our homes in the Forest of Dean.

This will give us a better understanding of how our older properties are performing and allow us to create a long-term improvement plan for our existing homes.

We are committed to making improvements to our existing homes and the way we operate over the coming years to enable us to be a net-zero carbon organisation by 2050.

Did you know? Our purpose-built Rivers Meet office achieved the 'A' energy performance rating, and earned the prestigious BREEAM 'Excellence' standard.



Supporting communities

As a small local housing association, we are truly part of the local community. Over the years, we have supported many community events and projects, working with local schools, the police and other community partners.

We are a local employer, providing jobs and opportunities for more than 160 people and supporting local apprenticeship schemes and work experience programmes within our trade and office-based roles.

Wherever possible, we engage with local suppliers to provide the services we need to run our organisation and have invested in community projects across Gloucestershire through our Two Rivers Initiatives Community Grant programme.

During the pandemic, our housing teams made thousands of calls to our most vulnerable tenants, helping to tackle loneliness and isolation during the national lockdowns.

We provided additional storage space to local food banks, so that they could safely store donations before they were distributed to those in need.

And our team found a way to support the local branch of the Salvation Army with its Christmas Toy appeal. Using online wish lists colleagues were able to donate toys and gifts direct to the charity. These were sent to children across the Forest of Dean.



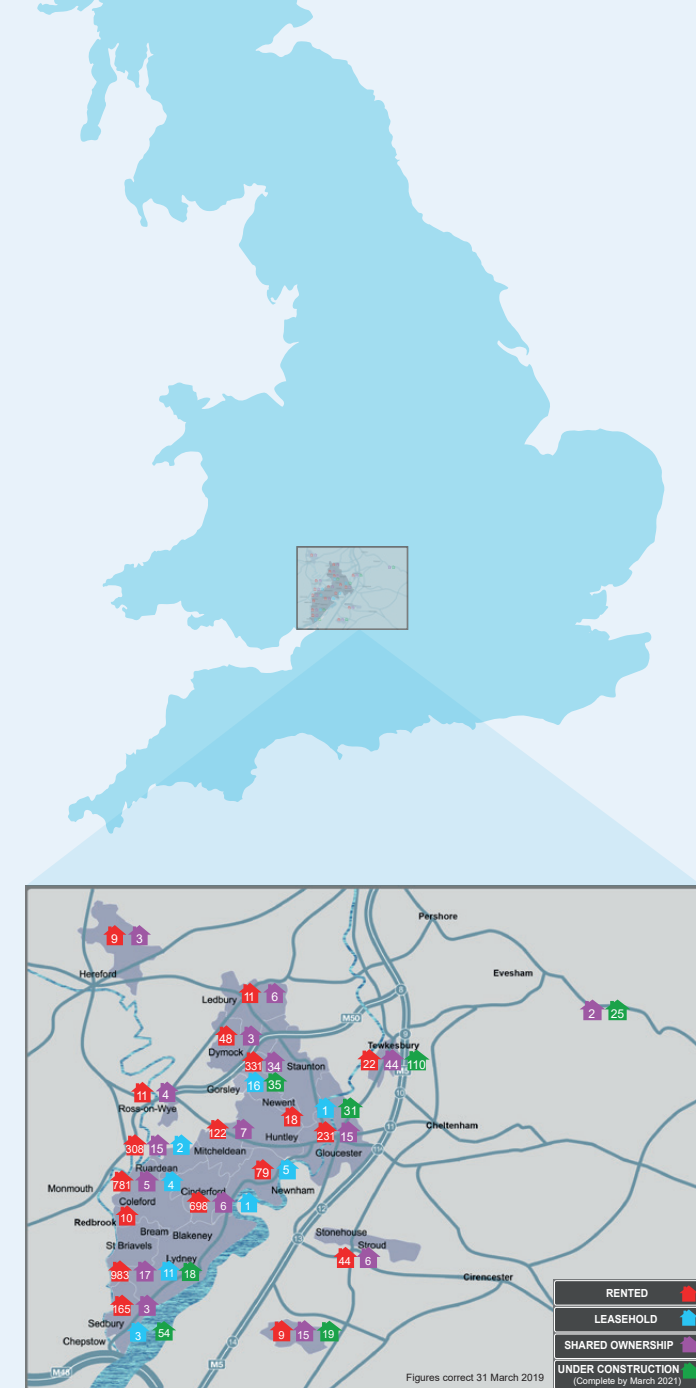
The Forest of Dean

Our Rivers Meet office is located in Newent on the outskirts of the Forest of Dean.

In medieval times the ancient Forest of Dean was a royal hunting spot and many of the Tudor Navy's warships were built using timber sourced from the Forest. During the industrial revolution the area was mined for coal and the old mines and tramways can be found across the area today.

It's home to a wide variety of wild life including wild boar, which occasionally stray on to our properties! Many of our homes are situated in the beautiful villages in and around the Forest.

The Forest of Dean is one of the many stunning places in the County and there are plenty of areas to explore on a family day out, as well as activities such as caving, kayaking and off-roading for the more adventurous!



About the role

Role title

Non Executive Director

Reports to

Group Chair

Overall Purpose

To ensure that Two Rivers Housing is managed efficiently, effectively, and in line with the requirements of the law, the regulatory bodies and best practice.

To act only in the interests of Two Rivers Housing and not solely on behalf of any constituency or interest group. To uphold the reputation of Two Rivers Housing and the values, objectives, and principles for which it stands.

Responsibilities and competencies

Key responsibilities

- Participate fully in the planning of Two Rivers Housing's strategic direction, setting objectives and monitoring performance accordingly.
- Participate and agree policies to guide Two Rivers Housing's work and to uphold these policies accordingly.
- Strategic thinking, able to analyse complex information, demonstrate clear analytical intellect and take part in evidence-based decision making.
- The ability to assess risk and promote risk awareness, and to understand and evaluate business risks and opportunities in a manner which allows the Group to fully embrace opportunities as they arise.
- Develop a constructive working relationship with the Chair, Executive and other NEDs, providing support and guidance in areas of your particular expertise and knowledge.
- The ability to work as a strong team member, building confidence in the Group's governance and support the values, ethos and social housing objectives of Two Rivers Housing.
- Support and promote tenant and customer involvement and maintain customer focus.
- Ensure that decisions taken by the Board are in Two Rivers Housing's best interests and that its legal responsibilities are met.
- Receive and consider reports prepared by the executive team and question these to ensure that decisions are well founded.
- Attend Board and committee meetings regularly, participate fully in discussions and share responsibility for the decision-making process.
- Contribute to the identification of personal and collective development needs and to attend development events as required.
- Treat information labelled as confidential in confidence.
- Not to do anything to undermine the work or reputation of Two Rivers Housing.
- Be an ambassador for the Group and be accountable to key stakeholders.
- Ensure commitment to Two Rivers Housing's Equality, Diversity and Inclusion Policy.
- Actively shape and role model the culture of the Group.
- Uphold the Two Rivers Housing Code of Governance and Code of Conduct.
- Operate in line with or develop your ability to work within the stated 'Boardcraft' competencies.

Boardcraft competencies

- Interpersonal skills – members relate to others in an effective way.
- Being up to date with housing and commercial matters.
- Being committed to public service and to providing the very best.
- Being able to analyse problems and draw conclusions.
- Recognising best practice and new ideas.
- Being comfortable with the constructive challenge of the executive team.
- Recognising that you are first and foremost a team member and are comfortable operating in this way.
- Ability to challenge constructively.
- Ability to interpret information.

Skills and experience

Essential skills

- **Customer focus:** Ability to understand and articulate the needs, priorities, and issues of customers in Two Rivers Housing community and develop respectful, open, and positive relationships with Two Rivers Housing customers.
- **Leadership:** Ability to think strategically, be held accountable and hold others to account – contributing positively to setting Two Rivers Housing's strategic direction and the identification of emerging external factors that may impact the Group.
- **Independence:** Ability to demonstrate impartiality, objectivity, and integrity – with a focus on risk identification and mitigation and achieving long term strategic outcomes.
- **Analysis:** Ability to analyse and interpret complex information and evidence - demonstrating intellectual flexibility and sound judgment in decision making.
- **Communication:** Ability to listen, communicate, support, challenge, and influence effectively - positively giving, receiving, and acting on feedback, articulating clear reasoning - being able to work effectively within Two Rivers Housing and represent and promote Two Rivers Housing effectively with stakeholders - developing open and positive

relationships that generate confidence and trust.

- **Teamwork:** Ability to build supportive, collaborative relationships and work as a team - showing self-awareness and welcoming, valuing and showing regard to the differing views and advice of others, motivating and empowering others and inspiring trust and confidence.
- **Equality, diversity, and inclusion:** Demonstrable commitment to equality, diversity and inclusion and ability to understand and articulate discrimination and inclusion issues and a personal commitment to treating people fairly, honestly and with respect
- **Commitment:** A commitment to act solely in the best interest of Two Rivers Housing and its subsidiaries, and of the community it serves, without regard to personal interest or benefit.
- **Corporate governance:** Ability to understand the role of a non-executive – how to contribute to effective corporate governance, decision making and corporate risk and performance management.

Desirable skills

- Interest or current strategic understanding of the housing sector and of the social, economic, and political environment.
- Resident, community, and neighbourhood involvement.
- Experience of leadership.
- Board and committee level decision making.
- Experience of organisations with stakeholders.
- Experience of wider financial issues and specific skills in audit and risk management (for potential members of the Audit Committee) and in making senior appointments.
- Experience of social housing and community issues.
- A broad experience of good governance in business, the public sector or not-for-profit organisations and an understanding of the governance issues and duties and responsibilities facing the social housing sector

How To Apply

Thank you for expressing an interest in this position. If you would like to apply, please follow the guidance below:

Application process

Please submit an up-to-date CV and covering letter, which highlights supporting evidence on how your previous skills and experience relate to the criteria outlined in the role profile.

Your covering letter (maximum three pages) should also be used to convey why you are attracted to the role describing how your experience and skills will help Two Rivers Housing map out its future purpose, direction, and priorities.

The timetable for the selection process is included on this page. In your supporting letter please advise us if you have any difficulty with the outlined dates and / or other dates you are not available for assessment, and we will look to accommodate if possible.

Please return your application by 6 December 2022 (electronic submissions) to caroline.williams@2rh.org.uk

Timetable

- **Closing date:** 6 December 2022
- **Final interviews:** week commencing 12 or 19 December 2022 (subject to availability)

Contact details

- If you have any queries about the position or selection process; or if you like an informal and confidential discussion please do not hesitate to contact Caroline Williams, Head of Governance on 01531 829 299.

Time commitment

- Up to six Board meetings (which can include evenings) plus two away days per year one usually with an overnight stay.
- Board Members are encouraged to sit on one committee.
- Additional meetings may be held depending on business needs
- Time is required for essential learning to fulfil role and attendance at sector conferences and seminars encouraged.

Terms of appointment

Compensation

- £3,750 p.a. plus travel expenses (increasing to £4,000 from 1 April 2023).

Location

- Committee meetings are held virtually via Microsoft Teams, Board meetings and away days are held in person at our Gloucestershire Offices or off site.

Expenses

- This role is remunerated, and reasonable prearranged travel expenses will be reimbursed to in person meetings.

Terms of Appointment

- The appointment will be for one year initially, followed by a term of three years unless the Board agrees to set a shorter term. The maximum term will normally be seven years (one x one year for induction and two x three years).

Diversity

Two Rivers Housing welcomes applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith, or disability. Applications from those with disabilities or ethnically diverse backgrounds are particularly welcome.

We are a disability confident employer and all disabled candidates who have the essential experience details are guaranteed an interview.

All appointments will be made on merit, following a fair and transparent process. In line with the Equality Act 2010, however the organisation may employ positive action where the diverse candidates can demonstrate their ability to perform the role equally well.

The Two Rivers Housing Group Board

Our Group Board is made up of a number of people with a wide range of skills and experience in the housing sector and related sectors. It includes a tenant member to ensure that the tenant view is always considered during the decision making process.

The Board sets our organisation's direction and culture and makes sure that decisions are made with our customers best interests at heart. It also ensures that our organisation is managed effectively, efficiently and economically by providing oversight, direction and constructive challenge to our executive team.



Chair: Yvonne Leishman OBE

Yvonne was the former President of the Chartered Institute of Housing and Chair of HouseMark. She received an OBE for services to housing.

Joined in 2017.



Susan Holmes

More than 35 years' experience in housing, social care and the voluntary sector.

Joined in 2016.



Tim Jackson

Housing consultant and a qualified accountant who has worked in commercial, public, and not-for-profit sectors. He has held executive director positions in a number of housing associations,

Joined in 2018.



Rita Jones

Rita is a Two Rivers Housing tenant and has had a varied career including as a Pub Landlady.

Joined in 2016.



Ted Pearce

Director of Strategic Asset Management at Orbit Homes, a Fellow of RICS and RSA and member of BIFM.

Joined in 2019.



Neil Sutherland

A Chartered Civil Engineer and former Royal Engineer Officer with experience of multi-national leadership and project management.

Joined in 2016.



Jonathan Higgs

Chief Executive of Raven Housing Trust, he leads a team of 300 in the delivery of excellent service to more than 6,000 households.

Joined in 2021.

Our executive team and Assistant Directors

Our executive team consists of the Chief Executive and two Corporate Directors. They are responsible for implementing the Board's policies and direction across the Group and reporting the progress made against these back to the Board.

Our executive team are supported by four Assistant Directors who oversee specific parts of the organisation.



Chief Executive: Garry King

Appointed to Two Rivers Housing as Chief Executive in 2002 having led the LSVT from the Forest of Dean District Council. He completed his housing training at Sheffield Hallam University and then became a trainee with Bristol City Council, followed by senior roles in local authorities.



Corporate Director – Resources: Carol Dover

Carol joined Two Rivers Housing in March 2019. Previously Head of Finance at Connexus in Herefordshire. She has also worked in senior finance roles at The University of Worcester, Marches HA and Wyevale Garden Centres.



Corporate Director – Operations: Suzanne Hemingway

Suzanne joined Two Rivers Housing in 2021. She was previously Strategic Director at Cambridge City Council where she was very involved in climate issues, including making sure that new and existing homes were energy efficient.



Assistant Director of Resources: Lynne Dunstone

Lynne joined Two Rivers Housing in 2020. Prior to joining the Group, she was working in Washington DC for the UK Foreign and Commonwealth Office and had also held the position of Financial Performance Manager at the University of Gloucestershire. She has also worked in finance roles at Knightstone Housing Group and Stonham Housing Association.



Assistant Director of People and Culture: Martin Ward

Martin was appointed to the newly created role of Assistant Director of People and Culture in 2020. Before joining Two Rivers Housing, he had held senior HR roles at Horizon Nuclear Power, Skanska UK and Wincanton. He has also worked for Belcan and Essex County Council.



Assistant Director of Housing: Rachel Smith

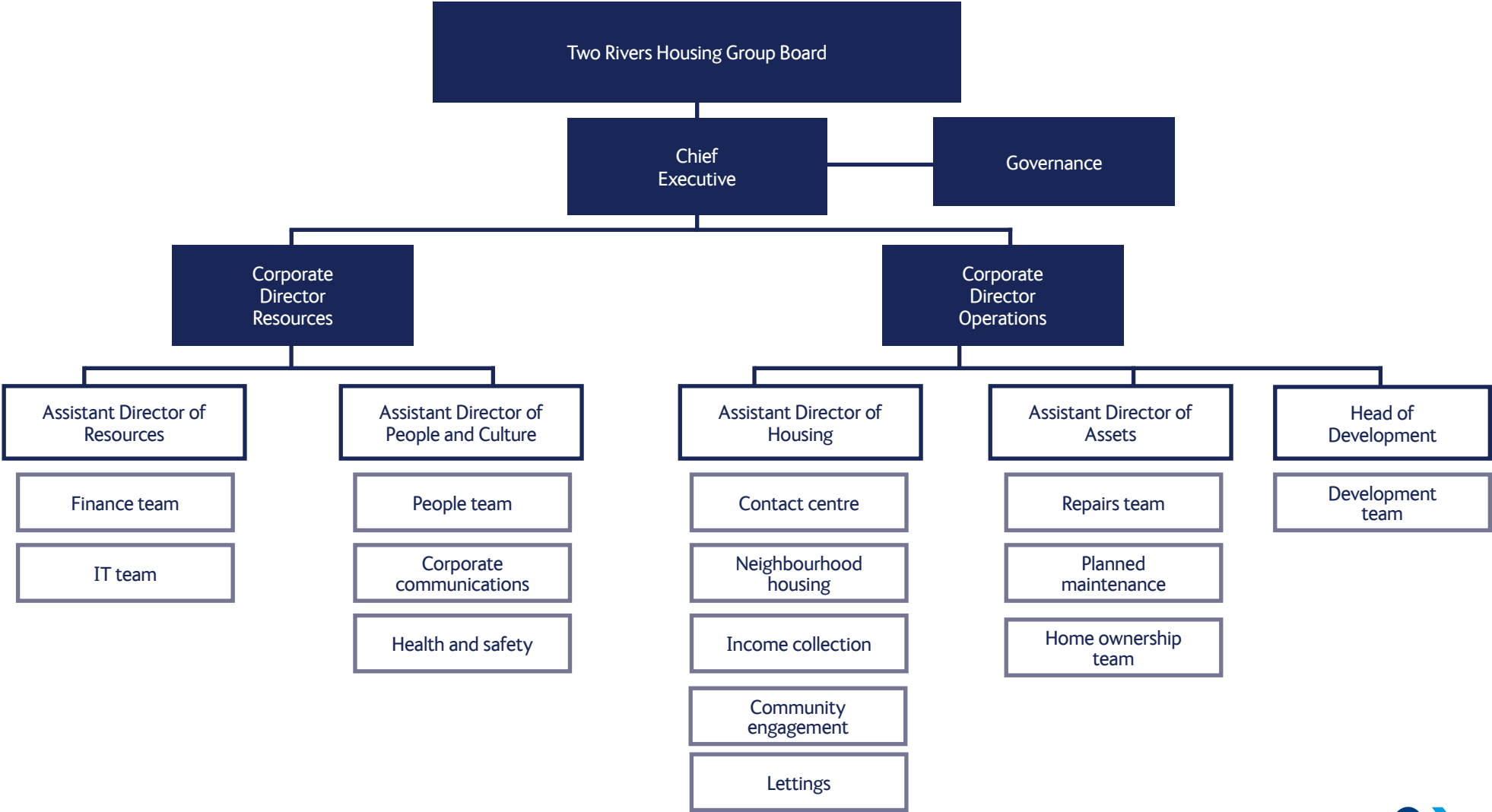
Rachel joined Two Rivers Housing in 2003 as a Policy and Performance Officer. She has worked her way up to the position of Assistant Director and supported the organisation in a number of other roles including Business and Support Manager and Head of Housing. Prior to joining, Rachel worked with individuals and families facing homelessness.



Assistant Director of Assets: Owain Roberts

Owain joined Two Rivers Housing in March 2022. Former Director of Assets at Melin Homes in Wales, Owain has a wealth of experience in managing in-house repairs and maintenance teams, delivering retrofit programmes to improve the energy efficiency of homes and the strategic management of housing association properties.

Our organisation structure



More about Two Rivers Housing

🖱 www.tworivershousing.org.uk

🏠 Rivers Meet, Cleeve Mill Lane, Newent, Gloucestershire, GL18 1DS

🌐 www.linkedin.com/company/TwoRiversHousing

📘 <https://www.facebook.com/TwoRiversHousing>

🐦 <https://twitter.com/TRHousing>

Company registration number: 4263691

Homes and Communities Agency number: L4385

Registered charity number: 1104723



INVESTORS IN PEOPLE™
We invest in people Gold

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