



## Board Recruitment

We're looking for two tenants and one independent member to join our board, and help us to solve the housing crisis in the East of England.



# We're Samphire.

We provide homes and create sustainable communities.  
The work we do matters because the lives we help matter.

Our tenants are at the heart of everything we do. We're here to help when we're needed most. We trust our people to do the right thing, to create meaningful change, where all homes are safe, and affordable, and local people feel proud of where they live.

We use our knowledge and expertise to work together to make a real difference to the lives of our tenants and their communities. Our work focuses on solving the housing crisis, by providing homes, creating sustainable communities, and ending homelessness. We also support the local economy by providing opportunities for local people through employment, apprenticeships, and training.

We are working in challenging times; ensuring we invest in the homes we already have, building more homes and providing an ever more personal and local service, alongside playing our part in the net-zero challenge. We're determined to keep improving, to keep providing a better service to our tenants and growing our business.

We are strong financially and deliver good services, but we always want to do better, so we're looking for new members to join our Samphire Homes Board, to help us drive forward change and improvements.

As part of the Flagship Group - we don't just want to make a difference to our tenants and their communities - we want to solve the housing crisis too.

Yours sincerely,

A handwritten signature in black ink that reads 'Steve Cook'. The signature is written in a cursive style and is underlined with a single horizontal stroke.

**Steve Cook,**

*Samphire Homes Chair*

[samphire-homes.co.uk](http://samphire-homes.co.uk)

## At a glance:

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Samphire manages around 10,000 homes across Norfolk, Suffolk & Cambridgeshire

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We work with seven local authorities: East Cambridgeshire, Cambridge, South Cambridgeshire, West Suffolk, Breckland (South), Mid Suffolk, Babergh

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Average house prices vary from £470,933 - £226,095, nine to sixteen times the average income

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Average private rents vary from £675 - £1200 per month, 40% of the average income

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In our area, there are around 7,750 people waiting for a social housing home. Most people are waiting for a one-bedroom property

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In 2019-2020, over 3,000 people in our area approached their local authority because they were at risk of being homeless

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## The Samphire Homes Board

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Our Board has five key aims:

1.



Oversee the management of housing and repair services

2.



Ensure we are complying with the Regulator of Social Housing's standards

3.



Support in the development and approval of tenant policies

4.



Stakeholder, tenant and community engagement

5.



To input to the strategic direction of Flagship Group

## New member recruitment

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We are looking for two tenant board members and one independent member with the right skills to drive Samphire forward. In particular, we are interested in:

### A digital expert

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Someone well versed in the tech arena, ranging from embryonic technology and cyber security to digital marketing and social media

### A customer experience specialist

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Someone who has created an amazing customer experience with a focus on the customer journey. Perhaps you have been working in a customer focused environment in the private sector, or work in customer engagement in the public sector?



It goes without saying, but alongside the above, we are after strategic thinkers who will help us to raise the bar. People who, along with good communication skills, have the ability to constructively challenge and create the future.

## Job specification

<b>Job title:</b>	<b>Board Member – Samphire Homes</b>
<b>Location:</b>	Ability to travel to Norfolk, Suffolk and Cambridgeshire
<b>Time commitment:</b>	Attendance at six meetings per year, all of which will be face to face at our office in Bury St Edmunds. A commitment of approx. one day a month (time allocated to meetings, briefings, training and reading papers)
<b>Remuneration:</b>	£5,100 per annum, plus reimbursement of reasonable expenses.
<b>Term:</b>	Appointments are made for an initial three-year term, with an annual appraisal.

Full role profile is attached at **Appendix 1**.

Experience as a board member is desirable but not essential for this role. We're looking for people that can bring an independent and diverse perspective. We appreciate that the skills we need may have been acquired in different roles, different capacities (either voluntary or paid), different sectors or industries.

**Because of this we have provided some examples of the experience we are looking for in each field, as we don't expect everyone to fit the same mould. These examples are as follows.**

## Digital

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Our plans to accelerate the digital agenda are now more vital than ever. Our digital culture aims to enhance business continuity and give tenants a choice in the way they access services. You may not have gained experience in a digital team, instead you may have worked for a consultancy offering digital solutions to a wide variety of industries and organisations. You may have your own business and have created, led, and developed your own digital strategy. You may have worked in educational settings. You will be able to understand technology, analytics and the benefits of digital solutions.

## Customer Experience

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Your background will certainly have focused on the customer, but your experience may not come from being a leader in the field. You will not have necessarily come from a housing background but from an organisation where the customer is at the heart of what you do. You will understand that what the customer thinks about our services is our number one priority. Your experience may have come from a contact centre, focusing on training staff on how to hone those customer service skills, or you may have worked within the feedback team, handling complaints, and finding resolutions to complicated customer issues and concerns. You may have experience of implementing a customer feedback programme or developed metrics and reporting capability to improve Customer Service. We have a number of initiatives where our teams are out in the community getting feedback via panels or programmes, so any direct customer engagement feedback experience would be beneficial.

## Part of Flagship Group

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We're Flagship Group. We build homes, let, improve, and maintain them. Making homes available and affordable for all is easy to say but hard to deliver on. We don't simply want to make a difference to our tenants and their communities – we want to solve the housing crisis too. We know that's ambitious, but we're well placed to lead the challenge. We also believe we have a fundamental responsibility to do so. To help us, we build homes for sale, reinvesting any profit we make where it's needed most – we call it profit for purpose.



We give our people the freedom to try new things and do whatever they need, to solve problems in doing what's right for our tenants. After all, we know that great people doing great things delivers outstanding customer service. But we know we can do more.

There is an acute housing crisis in the East of England. Above average and inconsistent property prices, too few homes for local needs, ageing housing stock and an ageing population are all tough challenges to crack. By spending money wisely, improving relentlessly and working together in partnership with other businesses, housing associations and local authorities, we can fulfil our vision. As Flagship, we can make a difference, but together we can solve the housing crisis in the East of England.

## Application process

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Please could you send us the following:

- Covering letter (500 words or less) or short video detailing why you feel you would be a great addition to the Samphire Homes Board
- Current CV



All applications are to be sent by no later than 7 September to [danielle.green@samphire-homes.co.uk](mailto:danielle.green@samphire-homes.co.uk)

Interviews will be conducted the week beginning 4 October either via Microsoft Teams or at our office in Bury St Edmunds.

## Appendices

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- 1 Role profile
- 2 Structure chart of the group
- 3 Group Strategy
- 4 Group Board priorities