



Service Quality Committee Chair/Board Member

March 2025



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Welcome Letter

Dear Applicant,

Thank you for your interest in Saffron. We have a fantastic opportunity to join our Board and be Chair of our Service Quality Committee. I hope that this pack will encourage you to apply for this exciting role.

At Saffron, our mission is to deliver the best possible homes and services to our tenants and residents. As part of our Inspiring Saffron Strategy, Inspiring Communities reinforces our role as a community anchor and understanding tenant needs and ensuring their voices are central to decision-making remains at the heart of this approach. Working with our tenants, Saffron has set an ambitious strategic goal to reach 90% tenant satisfaction by 2030.

Our Service Quality Committee plays a critical role in ensuring that all services meet the needs and expectations of tenants while holding the organisation to account for delivering high-quality, safe, and accessible homes. The committee will drive continuous improvement in service quality, ensuring that tenant experiences and insights actively shape policies, standards, and performance monitoring.

Saffron were one of the first Housing Associations to receive a consumer grading of C1 in August 2024, following a regulatory inspection. Saffron also has a governance grading of G1 and a financial viability grading of V2.

If you share our mission and values and feel you can contribute to delivering our Strategy, we encourage you to contact our recruitment consultant, Denise Kirkham at Distinctive People, on 07833 475669 for an informal discussion.

We look forward to receiving your application.

Best wishes

Kim Newman
Chair of the Board



About Saffron Housing Trust

Saffron Housing Trust was created in May 2004 when 4,345 properties were transferred from South Norfolk Council. Today, we are a housing association with over 6,600 homes in Norfolk, Suffolk and across East Anglia.

Saffron is a parent company with 3 non-charitable subsidiary companies, Crocus Homes Limited (Crocus), Saffron Housing Finance plc and Crimson Development Homes Limited.

Click on the links below to find out more about us!



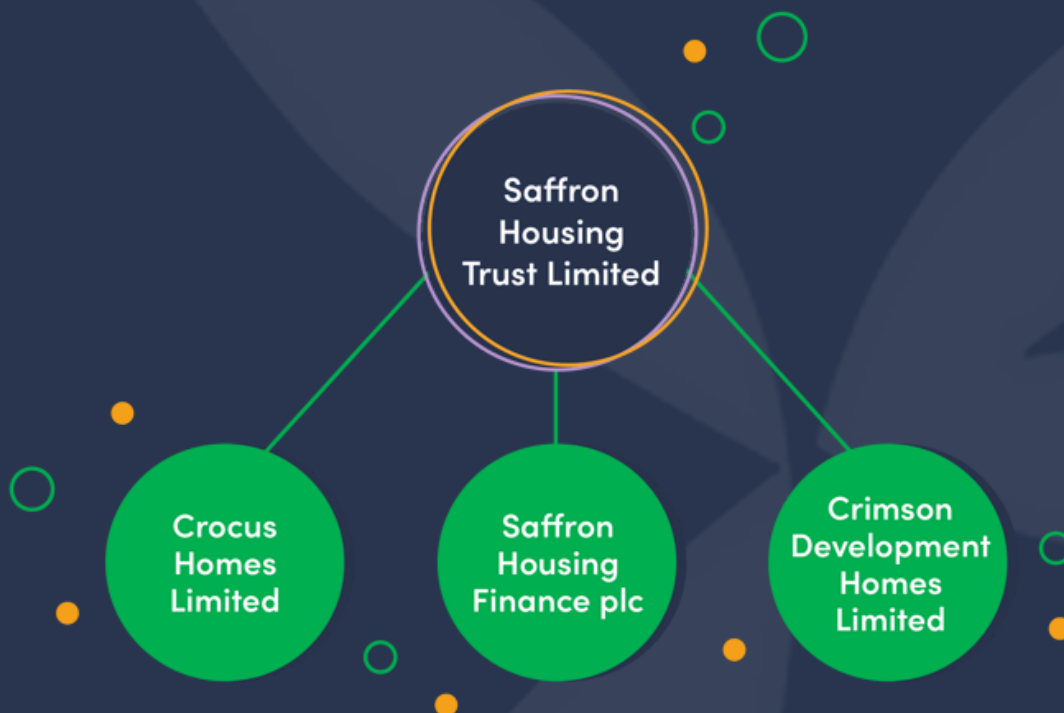
[Saffron Housing Trust Annual Report](#)



[Find out more about Crocus Homes](#)



[Inspiring Saffron Strategy](#)



Saffron Housing At a Glance



Number of Homes we
manage:

6,714

£6.49m

invested in existing
homes in 2023/2024

We have over

227

employees
working for us

£46.1m

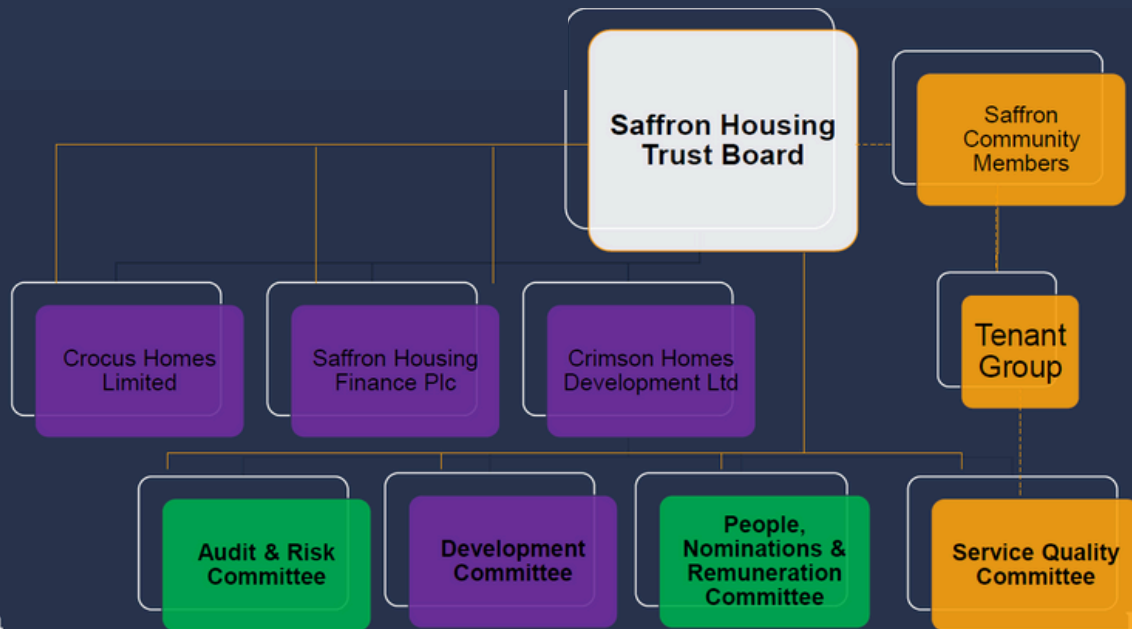
2023/2024
Turnover

Completed

157

new homes in
2023/2024

Saffron Housing Trust Governance & Accountability Structure



Saffron Housing Trust Board Members & Senior Leadership Team

Saffron's Board is made up of 11 Board Members, including the CEO. The Board Chair and Members bring with them a diverse range of knowledge and skills to the Board.



Kim Newman
Chair



Alison Inman
Chair of Service Quality Committee



Asha Cleavely
Board Member



James Francis
Board Member



Jayne Sharma
Board Member



Rob Lankey
Senior Independent Director



Jason Margetts
Board Member



Tallia Langston
Board Member



Michael Jolly
Board Member



Neil Watts
Board Member



Thomas Fadden
Board Member

Chief Officers & Company Secretary



James Francis
Chief Executive Officer



Ian Innes
Chief Commercial Officer



Julia Prichard
Chief Tenant Officer



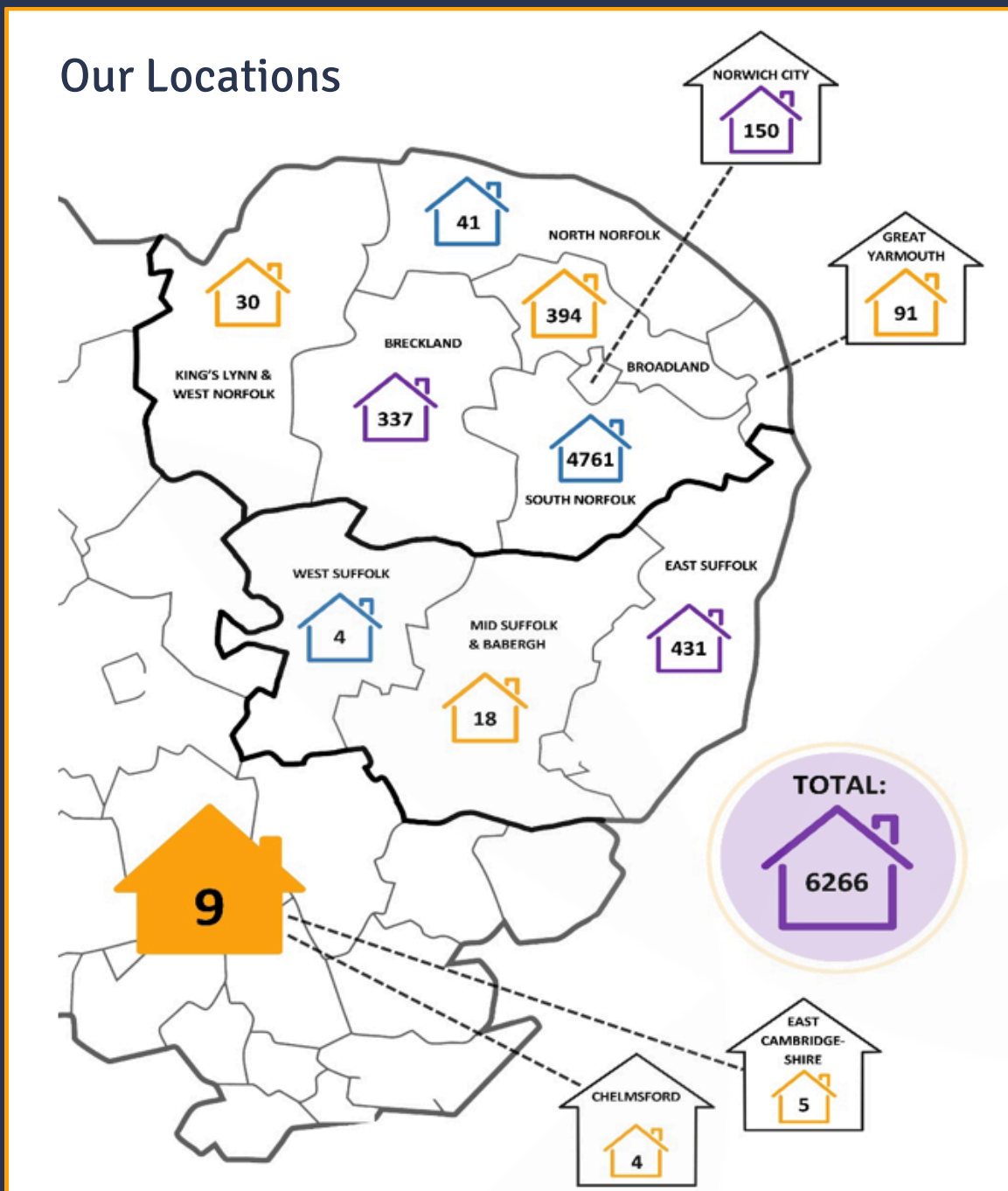
Malcolm O'Brien
Chief People and Change Officer



Tom Riches
Company Secretary

Location of our Homes

Saffron Housing Trust provides a range of warm and affordable homes suitable for tenants with different housing needs. We offer properties for rent, for sale through shared ownership, and specialist homes for people over 55 who may need additional help and support.



Service Quality Committee Chair Role Profile & Person Specification

The Service Quality Committee (SQC) exists to ensure that the tenant voice is at the heart of Saffron's service delivery and decision-making. As part of Saffron's governance structure, the committee plays a critical role in ensuring that all services meet the needs and expectations of tenants while holding the organisation to account for delivering high-quality, safe, and accessible homes.

Experience

- Leadership
- Understanding of services provided to Social Housing Tenants
- Stakeholder Engagement, including Tenant and service user involvement and scrutiny
- Board Membership

Organisational

- Understanding of legal duties, responsibilities and liabilities of being a Non-Executive Board Member
- Time and commitment to the role
- Awareness and understanding of equality, diversity and inclusion issues
- Governance, Codes, Law, and Social Housing Regulation - particularly Consumer Standards

Personal Qualities

- Good independent judgement
- Ability to constructively challenge at Board level
- Ability to mediate
- Impartiality, fairness and confidentiality
- Tact and diplomacy
- Respect for others, including Tenants.
- Respected and trusted by other Board Members
- Effective networking skills and ability to build partnerships
- Team player
- Good communication and interpersonal skills
- Strategic vision
- Creative thinking
- Integrity
- Good interpersonal skills.
- The desire and ability to be an ambassador for Saffron



Please click above to view the role profile and person specification

Terms & Time Commitment

Term of Office

A normal maximum term of six years, comprising two terms of three years. Provided this is permitted by the Constitution and the Association's Code of Governance and the Board's associated Policies at that time.

Remuneration

£7,000 per annum payable monthly

Payment of travelling expenses

Learning and development opportunities.

Time Commitment

Four Committee meetings, plus 4 supplementary virtual Committee meetings per year

Seven Board meetings a year

Two away days a year

Occasional Board/Strategy Sessions



How to Apply

Read the pack carefully: Before doing anything, make sure you know what we are about and what the role involves.

Polish up your CV: Ensure it tells us what you can bring to the role and organisation but make sure it's no longer than three pages.

Answer the following 3 questions via [Willo Video](#) (1 minute per question):

1. Why are you interested in applying for the role as Chair of the Service Quality Committee?
What particularly motivates you about Saffron HT?
2. What skills, talents and expertise will you bring to the Service Quality Committee and wider Board of Saffron HT if appointed to the role?
3. How will your contribution add diversity of thinking to the Board and Service Quality Committee?

Willo Support: If you encounter any issues whilst completing your video interview, please email Willo Support who will be able to assist you: support@willotalent.com

Send it all into us before the deadline: Answer the video questions and send your CV, with the role in the subject bar, to: recruitment@distinctivepeople.co.uk by 9am on Wednesday 23rd April 2025.

Please also fill in the [Equal Opportunities Monitoring Form](#) and [Declaration Form](#) and return them with your CV.

Inclusivity and Accessibility are very important to us at Saffron. If this means of applying does not work for you that's not a problem. Just contact Denise on 07833 475669 and we'll arrange for your application to be submitted in the best way for you!



Key Dates

Closing Date: 9am on Wednesday 23rd April 2025

First Stage Interviews (via MS Teams): Tuesday 6th May 2025

Final Stage Interviews (In-person): Friday 16th May 2025

Interested? For an informal conversation about the role please contact:

Denise Kirkham

Partner

Distinctive People HR & OD Consultancy Ltd

Mobile: 07833 475 669

Email: denise.kirkham@distinctivepeople.co.uk

