



TWO SAINTS
REBUILDING LIVES FOR A **BRIGHTER** FUTURE

Recruitment pack
**Non-executive
Board member**

This document and your application

Thank you very much for your interest in this role.

On the following pages you'll find all the information you need to understand us better, discover what the role involves and how to apply.

Finding your way around...

▶ Part 1

Learn about us, see how we work and hear about some of our leaders

▶ Part 2

Learn about the role and what's required

▶ Part 3

How to apply and details of the selection process. There's also a checklist to make sure you've covered everything

Key dates

- Closing date and time: **9am on Monday 28 April 2025**
- First stage interviews: **6 and 7 May** – through Microsoft Teams
- Final stage interviews: **19 and 20 May** – at Fareham House, Fareham



Welcome

Thanks for taking the time to find out more about this exciting role on our Board.

We've just adopted an ambitious strategy and embarked on a period of transformational change to improve our efficiency and ensure we're in the strongest position (in what are difficult times) to deliver our vision. This is **to be a safety net for people in tough times and the springboard to a brighter future**.

Our mission is to **provide people with homes and specialist support so they feel more valued and secure, and ready to take the next steps**.

We pride ourselves on being a values-based organisation and our values are:

- Everyone matters
- We know we're stronger together
- We do the right things, for the right reasons
- We never give up

These are challenging times for our sector - but we like a challenge and are determined to remain financially strong and grow, so we can continue to support our clients and be a springboard to a brighter future.

As you'll see from our strategy, **our focus is on delivering a full range of services to clients across the areas where we work**, so we're looking for someone with governance experience and a professional background in either:

- Strategic human resources or organisational development
- Digital and/or cyber security.

Due to future retirements, we would also like to hear from people with experience in:

- Environmental sustainability and decarbonisation
- Social care.

Applicants will need to demonstrate experience in working positively in partnership with both non-executive and executive colleagues.

We consider it vital that our Board reflects the communities we serve and would welcome applications from a wide range of backgrounds.

If you're interested in joining our Board, do contact our retained consultant **Denise Kirkham** on **07833 475669** for an informal chat. We look forward to receiving an application from you.

Julie Toben
Chair of the Board



Who we are and how we work

We were formed in 2001 through the merger of St Dismas and St Petroc. **We offer housing, and support services** in Berkshire, Hampshire (including Portsmouth, Southampton) Bournemouth, Christchurch, and Poole and on the Isle of Wight. Our head office is in Fareham in Hampshire. We're a **registered community benefit society with charitable objectives**, a registered provider and members of the National Housing Federation and Homeless Link. Approximately 60% of our income is from rents with the other 40% coming from support contracts, donations and other income.



We work in:

- Hampshire (including Portsmouth, Southampton) – 85% of what we do
- Bournemouth, Christchurch, and Poole
- Berkshire
- The Isle of Wight

We aim to own or lease most of the buildings we operate from.

We work with clients to enable them to develop personalised support plans.

We aim to keep clients safe and work with them to develop their confidence and skills to help them move into independent accommodation, maintain their home and find meaningful activity.

We provide the following services:

- Single homelessness – 85% of what we do
- Young people and some young families
- Mental health
- Plus a few other services including supporting refugees and former offenders

Discover more about us

[▶ Watch video](#)



[▶ READ](#)

Latest annual report and accounts



[▶ READ](#)

Read our current strategy



[▶ READ](#)

Two Minute News

Part 1 About us

Our executive team



Janice Hughes

Chief executive

Janice is our chief executive, responsible for providing leadership and strategic direction for our organisation. She has worked for housing and supported housing organisations for over 25 years with a finance, property and risk management background. She's held executive and non-executive positions in not-for-profit organisations, including chair of audit committees, and is currently an elected member of the Homeless Link board. An experienced leader, Janice is committed to social justice and improving life choices for people who may be marginalised.



Paula-May Houghton-Clarke

Executive director of people and programmes

Paula-May has a background in operations and transformation and a wealth of experience in leading teams, delivering change and supporting vulnerable people, most recently for the NHS. Her role is to ensure that our culture remains true to our vision and is a place people want to work and grow and have the tools needed to deliver support to our clients.



David Taylor

Interim director of finance

David leads the finance team at Two Saints. He is a qualified accountant with over 20 years' experience working in the housing and property sectors and his experience is primarily with smaller specialist housing organisations. He is currently a non-executive board member with a number of smaller housing associations.



Charlotte Buckingham

Executive director of client services

Charlotte has been working in the voluntary/not for profit sector since 2002. Before joining Two Saints in 2016 as a regional director, she was the chief executive officer for a small charity in Oxford that specialised in working with people with multiple and complex needs. Charlotte was appointed as executive director of client services in November 2020 and she is responsible for leading our client services.

Our Board



Julie Toben

Chair of the Board

Julie is a chief executive, and has worked as a consultant for more than 25 years, supporting Boards of local, national and international charities to improve their governance, management and sustainability. Prior to this, she was operations director of a property development company. Julie has served as a Board member of three national charities, including chair of investment and fundraising Boards, and is currently chair of a special needs independent school.



Mark Woosey

Vice chair

Mark is a chartered IT professional (MBCS CITP). He's worked in the housing and care sector for more than 10 years. His former roles include a spell on the Chartered Institute of Housing audit and risk Board, several non-executive directorships with housing associations and senior business roles within national and global blue-chip businesses.



John Banks

Chair, audit and risk committee

John is a qualified accountant with a 30-year career in financial services. He also holds qualifications in the management of risk, the delivery of change, and in green and sustainable finance. John has 10 years experience in non-executive roles including mental health charities and housing associations.



Ronak Kantaria

Ronak is a qualified accountant with more than 20 years in the property sector. His collaborative, democratic business style builds long-standing relationships which engage stakeholders at all levels. Ronak now heads his own consultancy offering influential insights for organisational betterment, he also serves as a non-executive director on several boards.



Caroline Moylan

Chair of remuneration and nominations committee

Caroline has experience as part of the executive team of a registered housing provider. She also has significant experience in a variety of leadership roles predominantly in the area of social, community and wellbeing services.



Tony Quigley

Tony is an experienced senior leader in the affordable housing sector. This includes being Director of Home Ownership at Sovereign Housing. Through various roles and forums in the Chartered Institute of Housing, the National Housing Federation and the National Leasehold Group, he has contributed to shaping both national and regional policy and best practice.



Diane Palmer

Diane has worked in a variety of leadership roles over 20 years in the social housing and support sector. Specialising in the provision and development of housing and supporting services for people in later life, a former Regional Director for a national specialist housing association, Diane is currently responsible for older persons housing services within a Local Authority in the South East of England.



Rachel Pinchin

Rachel has years of experience working with both housing associations and in the private sector. Rachel is currently Deputy Chief Executive of Elim Housing Association and Managing Director of Lime Property Ventures, Elim's commercial subsidiary. She is committed to highlighting the positive impact of specialist and smaller housing associations in meeting local and individual needs.

Learn about the role

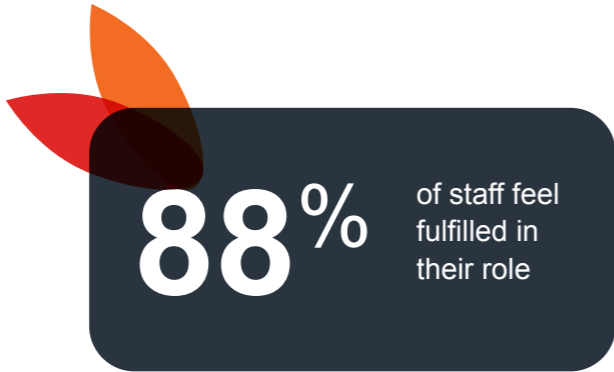
Non-executive Board member

To guide and challenge us and help turn our ambitious business growth and development plans into reality.

Role scope

Number of employee and workers: An organisation of 410 people
Organisational turnover: £21m
Current services and area of operation: Accommodation and support for people who are vulnerable and homeless in Berkshire, Hampshire (including Portsmouth and Southampton), Bournemouth, Christchurch, Poole and on the Isle of Wight.
Responsible for: Ensuring the management control, accountability and good conduct of the organisation. Board members are ultimately responsible for upholding good standards of governance and the conduct and control of our affairs, defining and monitoring compliance with the values and strategic objectives of the organisation, ensuring its long-term success.

Work with us



Specific duties

1. To work collaboratively with fellow Board members to discharge the responsibilities of the Board, which will include:
 - Setting the annual and longer-term objectives for the organisation and to determine its values and philosophy
 - Enabling the achievement of those objectives through appropriate delegated authorities, operational procedures and the employment of staff with appropriate skills
 - Ensuring that a business plan, strategies and policies are established, covering all legal, regulatory and good practice requirements
 - Ensuring that the interest and needs of our tenants and clients are considered in all matters
 - Measuring and reviewing the performance of the organisation
 - Reviewing the activities of the organisation from time to time and deciding on changes if appropriate
 - Exercising sound financial management and maintaining financial viability whilst meeting our objectives, avoiding financial risk and protecting the public funds invested in the organisation
 - Ensuring that the organisation's properties are developed to a high standard and are kept in good repair
 - Ensuring that the organisation is a good employer
2. To promote our accountability through openness and contact with clients, communities, representative bodies and strategic authorities
3. To attend regularly and contribute positively to Board and committee meetings, liaising with the Board chair and committee chairs between meetings. Board members will be expected to serve on at least one of our committees
4. To participate in an individual Board member appraisal, including the setting of annual personal objectives, and contribute to a review of the performance of the Board as a group, to ensure that it has the capacity, commitment and abilities to lead the organisation. All members will contribute to the appraisal of the chair and chief executive
5. To promote our publicity and fundraising activities, from time to time attending functions and other meetings and events in the interests of the organisation and its clients
6. To attend appropriate training events, seminars and conferences. All members will keep up to date with developments and current issues in their areas of professional expertise
7. To comply with our governance guidelines including our code of conduct and the requirement to declare any interests



Person specification

Commitment

- Commitment to our vision and values
- Commitment to delivery of excellent services for people who are homeless

Experience

- Previous involvement in a people-centred business or voluntary or public sector organisation

Experience in one or more of the following:

- Strategic human resources or organisational development
- Digital and/or cyber security
- Environmental sustainability and decarbonisation
- Social care



Personal

- Energy and enthusiasm
- Confidence in public
- Time to attend meetings of the Board, committees and other appropriate meetings
- Available for ad hoc discussions in addition to formal meetings

Skills and knowledge

- Ability to participate effectively in meetings, making a contribution and working with others to reach a consensus
- Good listening and communication skills
- Good grasp of strategy and ability to delegate
- Ability to manage personal and corporate relationships
- Awareness of equality and diversity issues
- Knowledge of housing associations and public sector housing
- Involvement in community-based projects

Safer recruitment

- This role is subject to a basic Disclosure and Barring Service (DBS) check as required for organisations regulated by Ofsted

Key terms

We expect from you: We will draw on your skills, experience and knowledge and expect a time commitment of:

- Four Board meetings a year
- Two strategy days a year
- Four meetings a year serving on one of our committees

Additional time will also be needed for background reading, keeping up-to-date on issues and occasional attendance at other events.

You can expect from us: A fascinating challenge where you can make a real difference, **remuneration of £5,000**, reasonable expenses, and our sincere appreciation.

Making your application

Now you know all about us and the role, it's time for us to hear more about you and how you would help turn our plans into reality.



Here's a reminder and a few instructions of what to do next.



- 1. Make sure you've gone through this pack carefully:** Make sure you've read the pack, watched our video and reviewed our plans for the next five years.
- 2. Review your CV:** Polish up your CV and make sure it tells us what you can bring to the role. But make sure it's no longer than three pages.
- 3. Answer our three questions in a supporting statement:** You should answer them all in less than two sides of A4.
The questions are:
 1. What professional expertise and personal approach will you bring to the Board of Two Saints if appointed to the role?
 2. As a Board member what value will you bring in using your professional skills to provide governance oversight of the organisation?
 3. How will your contribution add diversity of thinking to the Board?
- 4. Fill in the extra forms:** Complete the [personal declaration form](#) and [equal opportunities monitoring form](#).
- 5. Send it all to us - before the deadline:** Answer the questions and send your CV, plus the two forms, to recruitment@distinctivepeople.co.uk by **9am on Monday 28 April**. Put the job role in the email subject line.

Quick reminder of the key dates

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