



Board Member

distinctive/people
HR & OD CONSULTANCY

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Welcome to Citizen

Thank you for taking an interest in our Board recruitment campaign.

As Chair and Chief Executive, we have been involved for a number of years and are looking for someone to join the Board who is passionate about our purpose “To provide homes that are a foundation for life”, share our values and want to continue the positive work done by the Citizen Board into what we know will be an ever challenging and exciting future.

At Citizen we are very proud to be able to give tens of thousands of people across the West Midlands one of the most important things they will ever have - a home and a foundation for their life. We believe passionately in this purpose and our 1,200-strong team all work towards it. As one of the biggest housing associations in the West Midlands, we have a rich history and an even brighter future. We place great value on the contribution and insight a quality Board brings. The role is complex and diverse, bringing responsibilities for developing and shaping strategy, monitoring and improving performance and service delivery to our customers.

We are looking for exceptional and passionate individuals who will be a team player, constructive, yet supportive and will bring specialist expertise in finance, treasury, risk, investment and programme delivery.

The successful candidate will also be part of our Audit and Risk Committee as a Board representative, and you can find out about how much of a time commitment would be expected of you within this pack.

We are keen to hear from applicants who can bring skills and experience to provide the challenge and support we need as we transform our business and deliver our One Citizen 4-year business strategy.

Citizen serves communities which are diverse, and we strive to ensure this diversity is reflected within our organisation, including our Board and Committees. We are particularly keen to welcome applications from people of ethnic backgrounds which are currently underrepresented on our Board.

If you want to have an informal chat about the role or want more information please contact our retained Recruitment Partner, Denise Kirkham from Distinctive People on 07833 475669.

We thank you for your interest and look forward to receiving your application.



A handwritten signature in blue ink.

Susan Brooksbank-Taylor
Chair of Citizen Board



A handwritten signature in blue ink.

Kevin Rodgers
Chief Executive

About Citizen

We manage over 30,000 homes for diverse communities across the West Midlands, from urban tower blocks to rural villages and towns. We provide homes that are a foundation for life.

From our rented homes to our award-winning regeneration projects, we're passionate about providing homes that support our customers to live well and feel secure.

Our Homes

Our homes are located in the following areas with the majority of them in Coventry, Birmingham, Worcestershire and Herefordshire.



Our purpose & values

Our Social Purpose

We put our customers first and support communities through regeneration projects, house building schemes and more to ensure everyone has an affordable and comfortable place to call home.

We are a not-for-profit organisation and a registered charity. All our profit goes back into improving our homes and services as well as building new homes so that we can help more people.

Our Values

At Citizen, our values have always shaped who we are. Being Brave, Ambitious, Honest and putting Citizen at the heart of everything we do defines not only what we stand for, but how we work every day. If you share our values and want to use your experience to shape safer and stronger communities, we'd love to hear from you.

We are Brave



- We positively challenge
- We actively encourage contribution
- We make decisions and take ownership

We are Honest



- We are truthful and open
- We do what we say we will do
- We listen and learn from feedback

We are Ambitious



- We are driving positive change and innovation
- We proactively seek solutions
- We strive for excellence

We are Citizens



- We work together on shared objectives
- We create an inclusive environment for all
- We think customer first

Our business strategy

Our vision is working together to create warm, safe homes and deliver the best service to our customers. Built on strong foundations, we're setting a clear direction for the future, focused on achieving even better outcomes together. This new strategy is built around four key priorities: customers, colleagues, partners and homes. Together, they guide how we'll improve lives, strengthen communities and deliver lasting positive change. Read our business strategy [here](#).

Homes for life



We'll provide homes that are warm, safe and well maintained.

We'll invest in new homes, regeneration and renewal.

Together with Customers



We'll continue to shape our services with customers so they feel personal.

We'll use technology and insight to improve customer experience.

Colleagues who care



We'll continue to grow an inclusive culture where everyone feels included and positively contributes to delivering our purpose.

We'll develop the skills of our people, so we're always ready for what comes next.

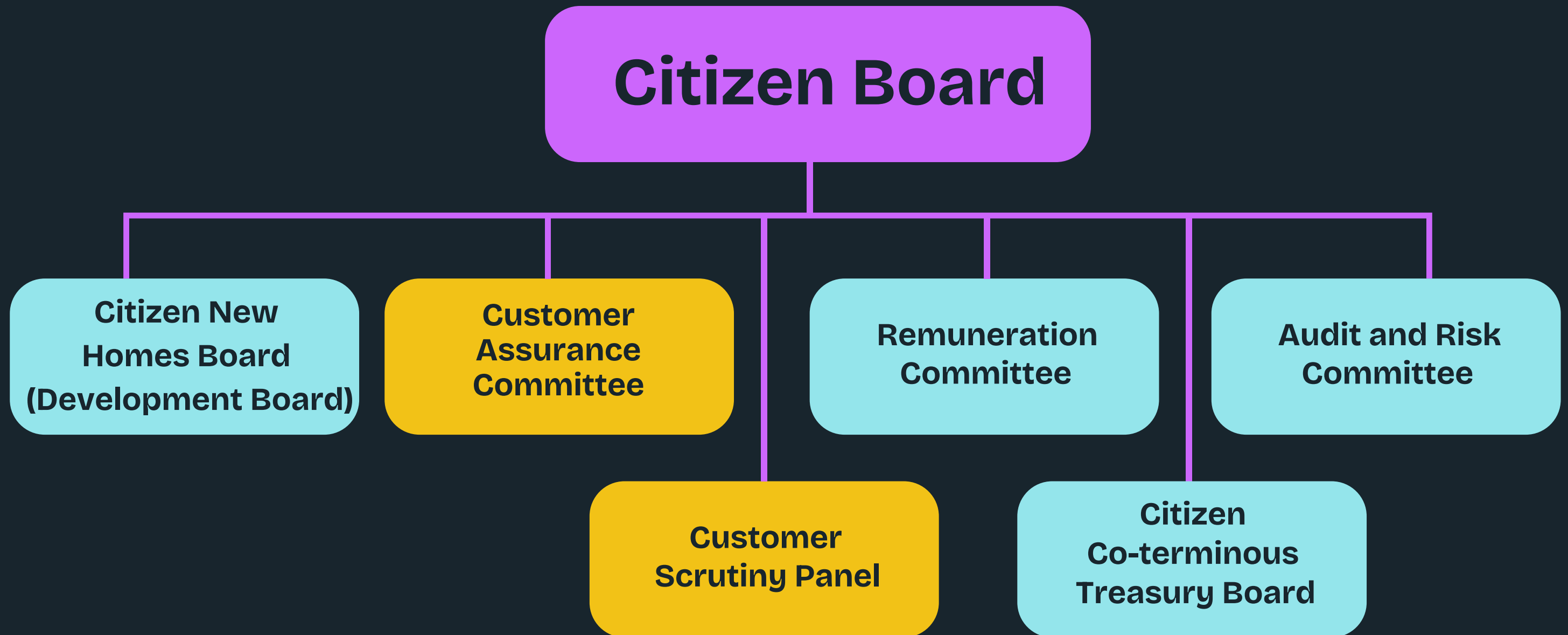
Partners & communities



We'll choose partners who share our ambitions to deliver more for our customers.

We'll use our influence to shape decisions and investment in our region.

Citizen Board



Meet our Citizen Board [here](#).

Our Executive Team



Kevin Rodgers
Chief Executive Officer



Gary Booth
Chief Financial Officer



Nick Byrne
Executive Director of
Development



Madeleine Nelson
Chief Operating Officer

Meet our Executive Team [here](#).

Board Member Role Profile

The Board Member will contribute to the effective governance, strategic direction and long-term financial resilience of Citizen Housing. The role will bring independent judgement, constructive challenge and specialist expertise in finance, treasury, risk, investment and programme delivery to support Citizen's social purpose and its ambition to provide warm, safe homes and excellent services for customers. The role will also become a member of the Audit and Risk Committee which provides assurance to the Board on all relevant matters relating to assurance, internal controls, internal and external audit functions, risk management and fraud prevention.

In this role you will:

- Contribute to the Board's collective responsibility for strategy, governance, performance, risk management and assurance.
- Support effective oversight of treasury strategy, funding, liquidity, covenants, interest-rate exposure and financial risk appetite.
- Challenge and support the Executive Team on the delivery of major transformation, development, regeneration, asset investment and service improvement programmes.
- Ensure decisions reflect the needs and interests of customers, communities, colleagues and partners.
- Promote high standards of conduct, probity, transparency and accountability in line with Citizen governance framework and regulatory compliance.



Board Member Person Specification

Essential experience and expertise

Financial and treasury experience

- Senior-level experience in finance and treasury management.
- Strong understanding of financial strategy, long-term financial planning, stress testing and liquidity management.
- Scrutiny and understanding of complex financial information linked to financial strategy
- Knowledge of debt financing and refinancing, loan covenants, interest-rate management and treasury controls would be particularly valuable
- Knowledge or understanding of pensions would be advantageous

Programme management

- Experience overseeing major programmes in a large, complex or regulated organisation.
- Ability to support organisational change while maintaining focus on customer outcomes, value for money and operational resilience.

Knowledge, skills and behaviours

- Strategic thinker with the ability to balance financial discipline, customer impact and long-term organisational sustainability.
- Confident in providing constructive challenge and support to executive leaders while respecting collective Board responsibility.
- High level of integrity, independence, sound judgement and commitment to equality, diversity and inclusion.
- Ability to interpret risk, assurance and performance information and identify the implications for governance and decision-making.
- Commitment to Citizen's values and social purpose

Personal Qualities

- Independent judgement.
- Ability to constructively challenge at Board level.
- Tact and diplomacy.
- Respect for others.
- Respected and trusted by other Board Members.
- Team player.
- Effective communication and interpersonal skills.
- Strategic Vision.
- Creative thinking.
- Integrity.

Terms & Time Commitment

Remuneration

The Citizen Board Member will be awarded the following remuneration and reward package:

- £11,500 per annum payable monthly after deduction of PAYE and National insurance, subject to triennial review.
- Payment of travelling expenses, other than to meetings.
- Learning and development opportunities.

Term of office

Citizen Board Members will normally serve three years, with a maximum tenure up to six consecutive years (typically comprising of two terms of office), but where the Citizen Board agrees that it is in Citizen's best interests, their tenure may be extended up to a maximum of nine years, in accordance with Citizen's adopted Code of Governance and principles for extending membership tenure.

Time commitment

The Citizen Board will meet at least five times per annum, with two Board away days and one corporate strategy away day per annum (referred to as Members Seminar).

The Audit & Risk Committee meet five times a year in March, May, July, September and November, and we hold one away day per year in person. Meetings are held in the afternoon, mostly on Tuesdays for approximately 3 hours. In addition to the reading time, you'll need to commit to reading papers in the week before each Committee meeting.



Key dates & how to apply

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. What interests you about this particular NED role at Citizen?
2. What skills and experience do you bring to our Board?
3. How do you feel you bring diversity of thinking and experience to the role?

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 21st October 2026.

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 Citizen. If this means of applying does not work for you that's not a problem. Just contact Denise Kirkham, Partner at Distinctive People, on 07833 475669 and we'll arrange for your application to be submitted in the best way for you!

Key Dates

Closing Date: Wednesday 21st October 2026

First Stage Interviews (MS Teams): Thursday 5th November 2026

Final Stage Interviews (in-person): Thursday 19th November 2026



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