

HOME IS OUR  
FOUNDATION  
FOR LIFE



CITIZEN

# Citizen Development Board Director

distinctive/people  
HR & OD CONSULTANCY

September 2026

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# Welcome to Citizen

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

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 have an independent Board member vacancy available on our Citizen Development Board, which oversees all our development activity. This includes the delivery of our affordable homes programme, our regeneration schemes and our build for sale portfolio.

With thousands on housing waiting lists in our communities, we are passionate about our role in increasing the supply of quality, new affordable housing in the West Midlands to help more people get their foundation for life.

We are keen to hear from applicants with a sound understanding of property development and/or sales, including any elements of the management and oversight of the development process, gained at a senior level. Your experience does not need to have been gained within the housing sector.

Citizen serves communities which are diverse, and we strive to ensure this diversity is reflected within our organisation, including our Board and Committees.

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.

Nick Byrne  
Executive Director of Development and Regeneration



A handwritten signature in blue ink.

Claire Williams  
Chair of Citizen Development Board

# 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.

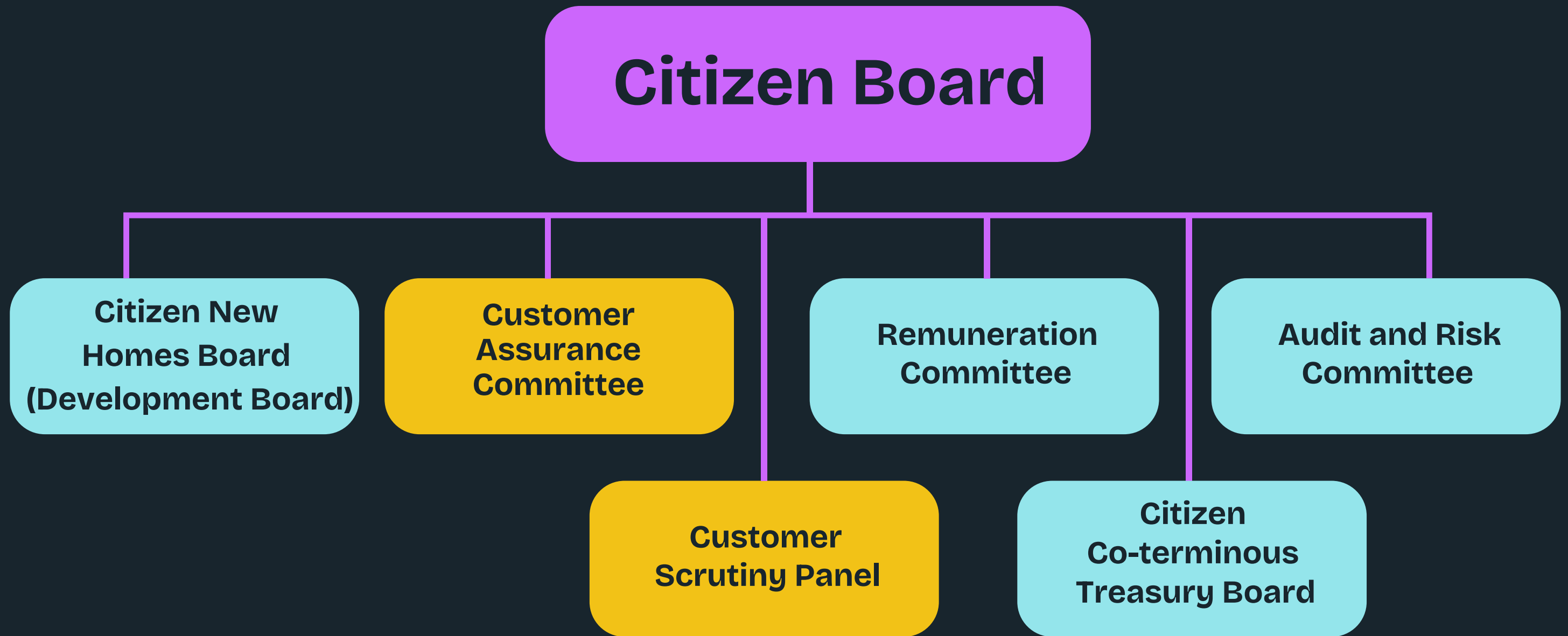
## Partners & communities



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](#).

# Director Role Profile

Citizen New Homes is a wholly owned subsidiary of Citizen Housing Group Limited. The Citizen New Homes "Development" Board is a key part of our aspiration to build quality homes for our customers. As a member of this Board you will oversee the development of new homes and the regeneration of our communities, on behalf of the Citizen Board, the Development Board being responsible for delivery of all development activity within the approved Development Strategy.

## Role Requirements

- Provide oversight and constructive input into new development schemes for Citizen Housing Group.
- Provide support and insight on the challenges facing Citizen.
- Ensure that Citizens Development Strategy is effectively delivered and monitored.
- Oversee the implementation of Citizen's Development Strategy and supporting programme, including commitment of funds within the agreed parameters.
- To oversee the build for sale aspirations of Citizen delivering the required return on investment within the approved risk appetite ensuring the security of Citizen's investment.
- Challenge and monitor timescales and budget information.
- Fulfil the functions of a Board Director as outlined in Citizen New Homes Limited's Articles.
- Provide support for the Development Board Chair in the delivery of their objectives.



# Director Person Specification

## We're looking for someone who brings

- Sector experience or related sector experience, especially in the land acquisition, housing development or housing-led regeneration arena.
- Leadership.
- Commercial skills.

## 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

Citizen Development Board Directors will receive the following remuneration and rewards package:

- £6,600 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 Development Board Directors 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 Development Board will meet at least five times per annum, with one Development Board away day and one corporate strategy away day per annum (referred to as Members Seminar).



# 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 Development 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](mailto: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](mailto: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): w.c 2nd November 2026

Final Stage Interviews (in-person): w.c 16th November 2026



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