

recruitment pack

Board Trainee Programme



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The left side of the page features a background image of a desk. It includes a portion of a silver laptop, a green ceramic coffee cup filled with dark coffee, and a white clipboard with a silver paperclip and a green eraser.

welcome to **believe housing**

Hello. Thanks for expressing an interest in believe housing's Board Trainee Programme.

I can say with confidence this is an exciting opportunity to join us. You'll be part of a values-led, purpose-driven organisation committed to making a difference to the lives of our customers and communities based predominantly in County Durham. Our aim is to give you a much closer insight into what being a Board Member and Leader involves, building confidence and experience as well hopefully as giving you the chance to help us develop and improve.

Since April 2015, we've sought to serve our customers by improving our existing stock, adding new homes, investing in our communities and helping them through many of the challenges they have had to face into in recent years. That is how we go about demonstrating our commitment to "a life without barriers".

All we deliver is achieved through the excellent colleagues we have. We take great pride in the external recognition, for example through Best Companies accreditation, which shows we are making the right progress. It helps us learn from exemplar organisations in other sectors too. Our colleagues are fully engaged, innovative and take great pride in their work, which of course leads through to us being able to offer excellent service to our customers.

I really hope, after reading this pack, you'll be inspired to progress your interest in the opportunity to join the programme. It's a sector very much in the news in recent years, with both increasing regulation as well as recognition of our vital role in delivering significant housebuilding and sustainability targets. If you get involved, we will help you develop your skills and be ready for future opportunities whether with us, elsewhere in our sector or indeed in progressing within your current roles.

We've had to be resilient and brave at times to deal with the challenges we've faced over the last few years, but we've always remained true to our values. I am proud to be Chair of what is a confident and energetic organisation. We've achieved a lot in such a short space of time, but we have the ambition to do more. I hope you can join us on this journey.

Best wishes

John Marshall

John Marshall
Board Chair
believe housing

our vision, values, core purpose and behaviours

our vision

We believe in life without barriers.

our core purpose

We improve our customers' lives by providing healthy and affordable homes and enhancing our communities.

our values

At believe housing we agree that our core values are simple. We all agree to 'do the right thing':

- for our customers
- for our colleagues
- for our business.



our behaviours

By exemplifying these behaviours, we will achieve our objectives and ensure we deliver for our customers, support our colleagues and create a strong and stable business.

about **this opportunity**

Due to the success of the first one, we are excited to launch our second Board Trainee Programme.

The programme aims to offer Board experience as well as a bespoke training and development plan. And the ultimate goal is for trainees to become Board members either at believe housing or elsewhere within the sector.

You do not need to have any previous experience of social housing but you do need to share our vision and passion for achieving **'life without barriers'**.

In return, we will need you to **invest around two days per month** towards reading papers, attending meetings and participating in the formal training programme.

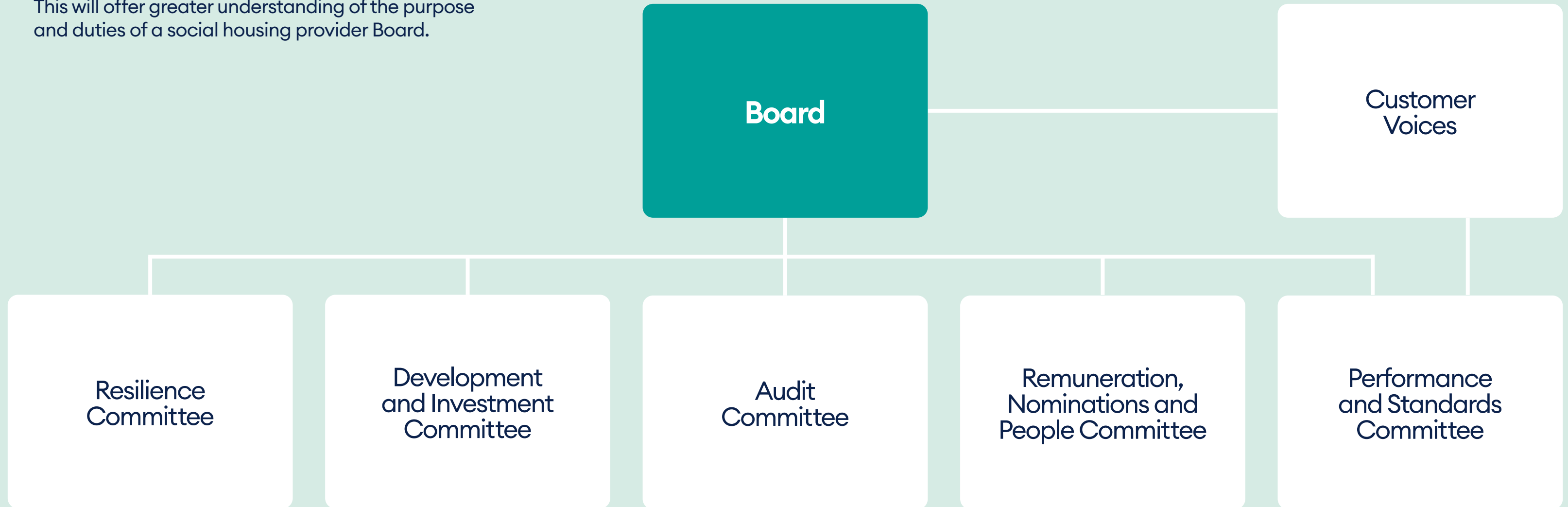
The Board Trainee Programme will begin in **January 2026**.



governance structure

As a Board trainee, you'll attend a variety of our Board and committee meetings, to observe the role of a Board member.

This will offer greater understanding of the purpose and duties of a social housing provider Board.



some of our **key stats**

Completed more than **300,000** repairs

Supported more than **400 people** into training and employment

Passed the milestone of building our **1,000th** new home

Spent more than **£92m** improving our homes

Won national awards for our repairs and maintenance service, new build programme and digital services

Invested more than **£1m** in our communities and created more than **£21m** of social value

Spent more than **£11m** making our homes more energy efficient

Helped customers receive more than **£6.5m** in welfare benefits



what does the **programme involve?**

The programme involves a mixture of training and observations to help you develop the skills a Board member needs. If you're selected, you'll take part in an 18-month scheme that will include:

- A comprehensive induction to believe housing.
- Technical training in a number of subjects to give you the confidence to ask questions around things like finance, risk and performance.
- Training to help you understand how we meet our customers' needs.
- Opportunity to observe believe housing Board and committee meetings.
- Ongoing support to give you the skills and knowledge to operate in a Board environment.

expectations

You're expected to:

- Show commitment to your personal training and development during your time on the programme.
- Abide by our Code of Conduct. You must ensure that all information obtained during the programme is confidentially maintained in accordance with the law and believe housing's policies and procedures.
- Respond promptly to communications from us during the course of the programme and whenever possible within any specified response deadlines.
- Attend all of the Board Trainee Programme sessions.
- Participate fully in evaluations of your own progress through the programme and contribute to the assessment of the Board Trainee Programme's success overall.
- Take ownership of your own development through the programme.

A schedule of our Board and committee meetings will be arranged with you. All training sessions, Board and committee meetings take place during working hours. Additionally, you may be invited to attend Board development sessions during the 18 months. Failure to attend without good reason may ultimately result in the termination of your participation on the programme.



about you

We believe that by having a wide range of perspectives, backgrounds and experiences, we'll make better and more informed decisions for the benefit of our customers and colleagues.

We know that, across the national housing sector and our business, there is a lack of diversity at Board level, and we want to change that. Our aim is to build the capacity of a diverse group of people for now and the future.

We're keen to offer Board experience to people who may face barriers in gaining such opportunities, particularly those from groups traditionally under-represented at Board level. We're looking for people who can bring passion, enthusiasm and new ways of thinking.

We want to ensure that our future talent is representative of our diverse communities and widen the varied perspectives that contribute to our Board and committees.

So, when it comes to your experience, you may live in one of our homes or maybe you've dedicated time to making positive changes in your community. Perhaps you've got great experience in a particular field, but you've not quite hit senior level yet to step straight into a Board member or committee member role. Whatever you can bring, we'd love to hear from you. What truly matters is your passion to learn, your drive to make a difference and your dedication to our customers, colleagues and business.

who can apply?

We welcome applications from anyone over the age of 18 who has either a lived experience of social housing and/or can bring diversity to our Board.

No previous experience is required. All we ask for is commitment to the role and a passion for social purpose and responsibility.



trainee board member role profile and person specification

Role description		Criteria: personal skills/qualities/knowledge	
Overview of the role:	Expected to attend two Board meetings, one of each committee meetings, and any essential training sessions each year in order to gain an understanding of the purpose and duties of a Registered Social Housing Provider Board.	Is passionate about social housing and/or social purpose and value.	
	To attend all training modules and skills sessions.	Eager to learn about the role of a Board member.	
	To read papers and prepare fully.	Understands the challenges faced by diverse and under-represented communities/individuals.	
Key responsibilities:	Engage fully in the Board Trainee Programme.	Self-motivated, organised and self-disciplined.	
	Observe Board and committee meetings on a rotating basis, including preparing for them by reading Board/committee reports.	Keen to make a difference.	
	Develop relationships with the Board, Executive and Senior Leadership Teams.	Interest in and commitment to believe housing, our customers and the neighbourhoods they live in.	
	Provide regular feedback on the programme to the Governance Team and assist with reviewing and improving the programme as necessary.	Excellent communication skills.	
	Promote believe housing to external stakeholders as necessary.	Understanding and appreciation of excellent customer experience.	
	Participate in Board trainee learning and development activity.	High degree of confidentiality, personal integrity and a commitment to ‘doing the right thing’.	
	To uphold the principles of good governance at all times in line with the National Housing Federation’s Code of Governance and Code of Conduct.	Commitment to the values of the organisation and a willingness to promote a culture that champions diversity and provides equality of opportunity.	
	The responsibilities detailed above are not exhaustive and the trainee may be expected to undertake other matters appropriate to the role.		

how to apply

If you're interested, we'd love to hear from you.

Your application should include an up-to-date CV and supporting statement telling us:

- Why you are interested in joining this programme.
- Why you are a good candidate.
- What can you bring to the role and to believe housing.
- How you meet the person specification.
- What you hope to get out of the Board Trainee Programme in terms of your personal development.

If you'd like to have an informal chat about the role, drop us a line to the email below or call us on **0300 1311 999** and we can set something up.

believe housing is committed to equality of opportunity and will not discriminate either directly or indirectly because of race, sex, sexual orientation, transgender status, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

Completion of our [equal opportunities](#) monitoring form is requested for monitoring purposes in line with our commitment link to equity, diversity and inclusion. Should you choose to provide personal information on this form, all information will be treated in confidence. The questionnaire will be detached from your application, stored separately and used only to provide statistics for monitoring purposes. There is no obligation on you to provide information. All applicants will be treated the same whether or not they provide this information.

Please send your CV and supporting statement to **governance@believehousing.co.uk** and complete your equal opportunities form online by **5pm on Sunday, 26 October**.

There are rules that prevent a person from becoming a Board member if, for example, they cannot be a company director, have been convicted of an offence which is not or cannot be spent, or offences relating to business, health and safety, bribery or corruption. Please get in touch if you would like any further information on this. Checks will be carried out prior to appointment.

Important dates to note

The closing date for applications is **5pm on Sunday, 26 October**.

There will then be a selection and interview process, which will take place in **November 2025**. If successful, you will receive more details about the process at that time.

The programme will start **mid-January 2026**, with successful candidates observing their first Board or committee meetings in **February 2026**.





Call: **0300 1311 999**

Email: **governance@believehousing.co.uk**

Visit: **www.believehousing.co.uk**

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Spectrum Business Park, Seaham, SR7 7TT

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