

Two Non-Executive Directors

Brief for applicants

May 2026

Welcome

Dear Candidate,

Thank you for your interest in joining our Board as a Non-Executive Director at Connexus. We are delighted that you are considering this appointment.

Connexus is a dynamic rural housing association with over 10,500 high-quality affordable homes across Shropshire and Herefordshire. Rooted in our local heritage and driven by strong social purpose, we are committed to being a trusted landlord, an influential regional voice, and a catalyst for positive change within our communities. Our vision – to provide homes you can build a life in – is especially important in a period of continued socio-economic uncertainty, where rural communities like those we serve can too easily be overlooked.

We are entering an exciting new chapter of change. Our 2025–2030 Corporate Plan sets an ambitious direction for the organisation, and my appointment as Chair in September 2025 provides a significant opportunity to continue to shape and strengthen our Board. We are now seeking two new Non-Executive Directors, each of whom will chair a key Board committee: one as Chair of our Customer Committee, and one as Chair of our People Committee.

These roles offer a genuine opportunity to influence strategic direction, enhance outcomes for customers and communities, and shape organisational culture. They are distinct roles requiring different professional backgrounds, but both call for the same qualities: independence of mind, genuine commitment to our mission, and the ability to provide constructive, well-informed challenge that helps Connexus become the best it can be for the people we serve.

This pack sets out both opportunities together. We encourage you to read the role description and person specification carefully – the shared elements are presented once, and where the two roles differ, we have set this out clearly. Please apply for the role that best reflects your experience and interests.

We hope this pack gives you a real sense of who we are and what we stand for, and leaves you feeling excited about what Connexus is building and the difference these roles can make.

We look forward to receiving your application.

Anne Turner
Chair, Connexus



Who we are

Connexus is a community-focused, rural housing group providing over 10,500 high-quality affordable homes and support services across Shropshire and Herefordshire. Formed in 2017 through the merger of Herefordshire Housing and Shropshire Housing Group, we have grown into one of the most significant housing providers in the West Midlands and Marches region.

We are a registered social landlord and a values-led organisation. With a G2/V2/C3 regulatory rating and a turnover of more than £67.5m, we are financially sound and ready for our next chapter of transformation and growth. Our purpose – to provide homes in which residents can build their lives – drives everything we do, from the quality of our repairs service to how we develop new affordable homes across our rural communities.

Our pride values

Everything we do at Connexus is shaped by our PRIDE values:

- **Passionate** – about the people we serve and the homes we provide
- **Respectful** – of our customers, our colleagues and our communities
- **Innovative** – finding better ways to deliver for residents
- **Driven** – to improve outcomes and deliver on our commitments
- **Excellent** – in our standards, our services and our stewardship



Our Corporate Plan 2025–2030

Our [2025–2030 Corporate Plan](#), centred on the ambition to provide ‘homes you can build a life in’, sets out a clear agenda for the years ahead:

- Committing to better affordable homes
- Driving efficiency and improving services for customers
- Investing in communities, opportunities and skills
- Being a leading voice in rural affordable housing

Our board

Connexus is governed by a skills-based Board of Non-Executive Directors, supported by a number of committees including the Customer Committee and the People Committee. Our Board comprises a diverse and highly engaged group of leaders: Anne Turner (Chair), Anne Copeland, Nicola de longh (Senior Independent Director), Julian Bill, Simon Ewins, Philip Ingle, Imran Patel, James Savage, Kate Smith (Chief Executive), and Helen Southwell.

These two appointments will further strengthen the Board as we enter the next phase of our Corporate Plan, and as Simon Ewins and Nicola de longh approach the end of their full terms. We are committed to board diversity in its fullest sense – of background, experience, perspective and identity – and we actively welcome applications from individuals who may not have previously considered a housing sector board role.



Role description

Role titles

- Non-Executive Director and Chair of the Customer Committee
- Non-Executive Director and Chair of the People Committee

Key relationships

Board Chair (Anne Turner); Chief Executive (Kate Smith); Executive Director lead and Company Secretary for your committee; fellow Board members and Committee Chairs

Role purpose

Each Committee Chair will provide independent non-executive oversight of one of Connexus's key Board committees, leading it with authority and ensuring that it fulfils its governance responsibilities effectively. Both roles sit on the full Connexus Board and contribute to the strategic leadership, oversight and governance of the organisation as a whole.



Role description

Board member responsibilities

These responsibilities apply to both roles equally, reflecting the shared commitment expected of all Connexus Board members.

Strategic Leadership

- Setting vision, values and standards, and ensuring alignment with the Code of Governance and regulatory obligations.
- Championing equality, diversity and inclusion in all decision-making.

Conduct of Business

- Preparing thoroughly for meetings, contributing actively, and applying independent thought and constructive challenge.
- Participating in Board and individual performance reviews and keeping abreast of sector developments and best practice.

Risk, Finance and Performance

- Understanding the organisation's risk environment and supporting development of risk appetite.
- Approving robust business plans, budgets and a prudent control framework.
- Scrutinising performance against strategic and financial goals and ensuring social housing assets are well-managed and safeguarded.

Representing Connexus

- Acting as an ambassador for the Group regionally and nationally, building confidence with customers, regulators and stakeholders.
- Attending occasional customer meetings, site visits and engagement events.



Role description

Committee Chair responsibilities

In addition to their Board member duties, each Committee Chair will:

- Partner with the Executive Lead and Company Secretary to shape forward-looking agendas.
- Create a constructive, professional environment where challenge and debate thrive.
- Bring clarity and focus to committee outcomes, ensuring effective reporting to the Board.
- Periodically review committee effectiveness, structure and delegated authority.
- Build open, trusted relationships with executive colleagues and fellow Board members.
- Provide informed guidance to the Board on areas within your committee's remit.
- Engage with customers to understand their experience, including attendance at relevant meetings or events.

Additional focus: Chair of the Customer Committee

- Provide strategic oversight of performance in relation to customer experience, service quality, complaint handling, resident engagement and satisfaction.
- Ensure that the voice of the customer is heard and acted upon at Board level, championing a customer-first culture across the organisation.

Additional focus: Chair of the People Committee

- Provide strategic oversight of performance in relation to people, culture, workforce engagement, equality, diversity and inclusion.
- Scrutinise and challenge the organisation's approach to cultural improvement, with particular attention to the assets and housing stock side of the organisation.

Person specification

Both roles call for the same core qualities. We are looking for candidates who:

- Bring deep expertise in customer experience, people leadership, or housing assets and repairs.
- Have experience of organisational culture and people matters.
- Have strong interpersonal skills and a collaborative, values-driven style.
- Think strategically, analyse complex information and make balanced, evidence-based decisions.
- Demonstrate independence, integrity and sound judgement.
- Understand risk and appreciate the demands of a regulated environment.
- Are committed to transparency, accountability and delivering positive outcomes for residents.
- Offer Board-level experience or are ready to step into a Chair role for the first time with confidence.

Candidates must embody inclusive leadership and champion culture change.

What we are looking for in each role:

Chair of the Customer Committee

A leader passionate about customer voice, continuous improvement and excellent service delivery. You will bring insight, constructive challenge, and a people-centred mindset to our governance. Well versed in driving customer experience, you will have delivered significant customer programmes and understand the commercial customer landscape.

Chair of the People Committee

An experienced people leader, you will help strengthen culture, organisational behaviours and workforce capability. Your expertise will enable the Board to drive transformational change, foster engagement across all levels, and ensure the organisation attracts, develops and retains talented individuals. Knowledge of the social housing sector would be advantageous.

Terms of appointment

The following terms apply to both appointments.

Remuneration

£15,000 per annum.

Time commitment

The total time commitment is approximately 24 days per year, comprising:

- Four in-person Board meetings per year
- Two away-day sessions with the Executive Leadership Team
- Eight committee meetings per year (typically held via Teams)
- Occasional site visits, customer meetings and engagement events

Location

Connexus operates across Shropshire and Herefordshire. In-person meetings are held within the UK at Connexus's offices. Committee meetings are typically held online.

Terms of appointment

The initial term of appointment is three years, renewable subject to performance review and the governance requirements of the organisation.

How to apply

To make an application for either role, please click on the apply now button, with the following prepared:

APPLY NOW



- Your CV (no more than three sides).
- A covering letter that sets out your motivation for the role you are applying for and describes the specific experience you can bring to the appointment.

Please make clear in your covering letter which role you are applying for – Chair of the Customer Committee or Chair of the People Committee.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Deadline for applications is **Wednesday 24th June 2026**.

Recruitment timetable

Closing date:	Wednesday 24th June 2026
Preliminary interviews with Starfish Search:	w/c 2nd July and w/c 13th July 2026
Final Panel interviews:	5th and 7th August 2026*

** Please advise us in your supporting letter if you are going to be away during key stages of the selection process. Preliminary interviews will be online, with the Final Panel Stage taking place in person at Connexus.*



Why join Connexus?

This is an opportunity to:

- Shape the future of rural housing and community impact
- Drive organisational culture and strategic transformation
- Influence services that directly improve customers' lives
- Work with an ambitious leadership team and experienced Board
- Bring your expertise to a purposeful, values-led organization.



WE ARE CONNEXUS

