



# Ongo Homes Chair **Recruitment pack** May 2025

Be a great  
landlord

Customer  
focus

Growth and  
sustainability

ongo



# Hello and welcome,

**Thank you for your interest in the Chair of the Board role at Ongo.**

This is an exciting time to join us. We have a G1 / V1 judgement from the Regulator of Social Housing, which is a solid foundation for the organisation. In 2024 we launched our new Corporate Plan with three clear objectives for the next five years. Here at Ongo, working in partnership with our tenants is a key part of everything we do – and this is one of our core values as we work towards being a great landlord, being customer focused and growing a sustainable organisation. As our current Chair, Bob Walder's term of office comes to an end, we are looking for an individual who can continue to support our effective governance and build on our very solid foundations for the future. In line with the approach to consumer regulation by the Regulator of Social Housing (RSH), increased scrutiny and focus on the sector and an increase in Housing Ombudsman cases, a high performing Governance structure is essential.

The pack gives an overview of some of our key work and our Corporate Plan goes into greater detail about this. We have three core objectives – to be a great landlord, ensure our tenants and customers remain our focus across everything we do and to grow and be a sustainable organisation.

**[You can view our Corporate plan here](#)**



More information about the role, the time commitment and our structure is available in this pack. We are committed to ensuring that any candidate for the Chair role embodies values which align with our own. This means someone who is committed to social purpose, has ambition and works in an inclusive, collaborative and people focused manner. We will expect candidates to have regulatory awareness, ideally within the social housing sector, good governance skills and the ability to facilitate the board making sound, well evidenced strategic choices. An understanding of the issues facing the communities in which we operate would also be an advantage.

This is a challenging, exciting and rewarding role, one where you can use your skills to ensure the delivery of our corporate mission and the delivery of quality homes. I would like to wish you every success in your application. Good luck.

*Steve Hepworth, Chief Executive*



# ABOUT ONGO

We were set up in 2007 as North Lincolnshire Homes when we took over the housing stock from North Lincolnshire Council. We've come a long way since then, including a re-brand to become Ongo. We set Ongo up as a group of companies so that we can do more for our communities. Our commercial businesses generate income to invest back into our homes and communities. Our charity, Ongo Communities creates opportunities for tenants and residents with our employment support services and recruitment agency.



With around 11,000 homes to rent and a workforce of nearly 500, we are the largest landlord in North Lincolnshire, providing homes to over 25,000 people. While most of our homes are in North Lincolnshire we also have homes in the surrounding areas of Lincolnshire, South Yorkshire and Nottinghamshire.



Being a landlord, providing quality homes for people is our core organisational purpose. It's the reason we all come to work each day; to provide a good quality service for our tenants and customers, to make sure their homes and communities are places to be proud of, and that we make sure there are opportunities that enable and support our tenants and customers to thrive.

Any profit we make as a business is reinvested straight back into local communities. When you work with, or partner with us, you're helping local people and communities to thrive. Being Ongo is believing we can make a difference, and by working with us – you will also be positively impacting the local area.

*As a group of companies we have one aim*  
**that everything we do supports and enhances local people and the communities they live in.**

**Our Corporate Plan gives us a foundation for what we aspire to achieve over the next five years.**

*Our objectives are :*

### **Be a great landlord**

- ➔ All our homes will be in good repair, safe and secure in clean, well-maintained neighbourhoods that are thriving with community spirit.
- ➔ Communication with our tenants and customers will be clear, and we will listen and act on what they tell us.
- ➔ We will keep our tenants and customers informed and they will know what they can expect from us.
- ➔ Repairs to our homes will be completed in a timely manner and tenants and customers will be able to track the progress of their repair and know what will happen next.

- ➔ Our workforce will be professional, competent and suitably qualified with access to the appropriate systems to deliver excellent services.
- ➔ Everyone who works for Ongo will be customer focused and totally committed to our values and the work we do.
- ➔ Through investment in local communities, employment support and training, our tenants and customers will be supported and empowered to thrive in their homes and communities.

### **Customer focus**

### **Growth and sustainability**

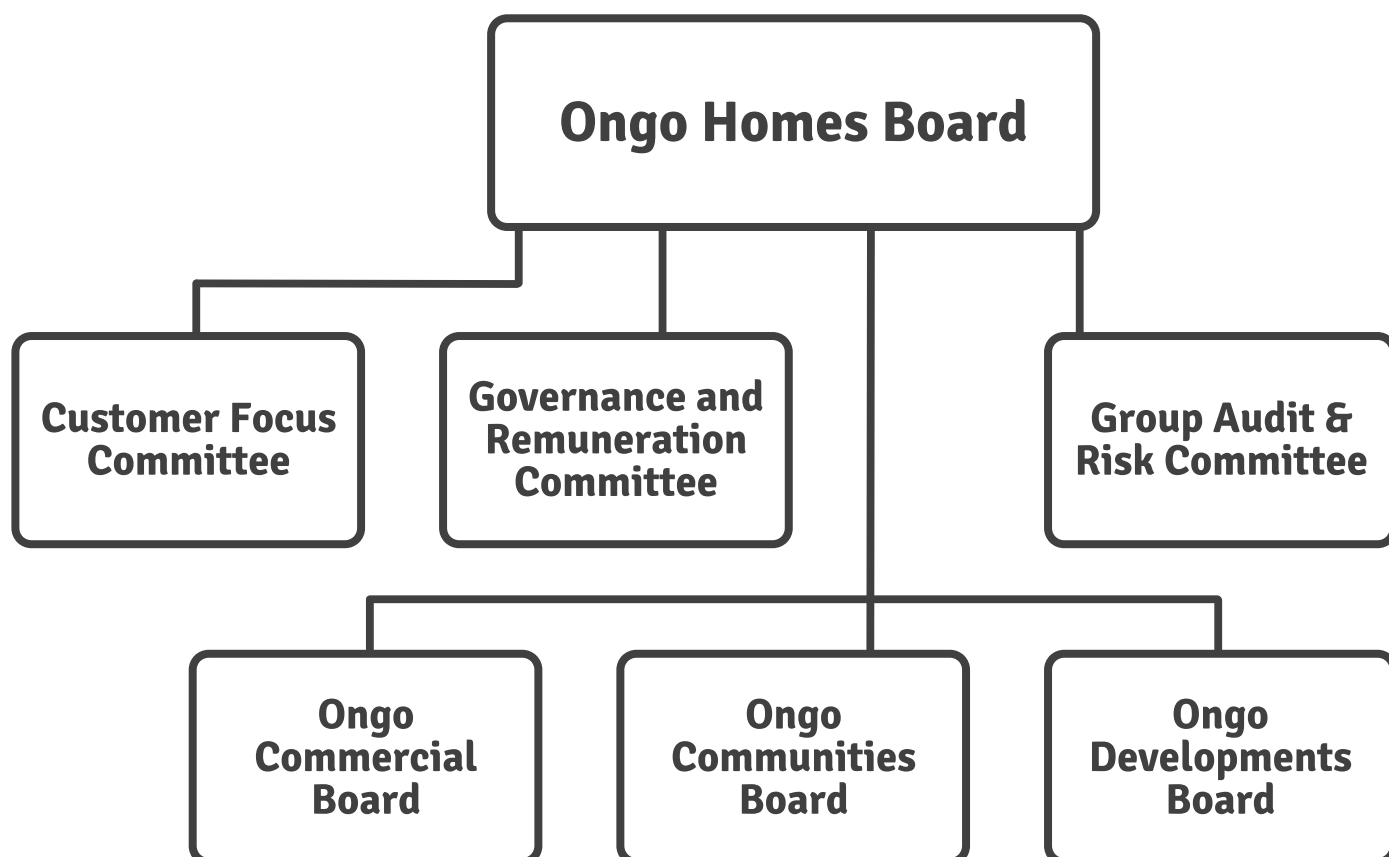
- ➔ In order to meet the need for more affordable homes, we will invest in our existing homes and build and acquire homes, ensuring they are fit for purpose and cost effective.
- ➔ We will improve our local environments and reduce our carbon footprint.
- ➔ We will continuously improve the financial stability and governance of the organisation.





# GOVERNANCE ARRANGEMENTS

Our governance structure is designed to provide focus and oversight on the range of activity within the group whilst ensuring our social housing is safeguarded.



# ABOUT THE ROLE

## and how to apply

On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application. We encourage applications from a diverse range of people helping us to be representative of the communities we serve.

## The role of the Chair

### The responsibilities of the Chair include:

- ➔ Lead the Board and be responsible for its overall effectiveness
- ➔ Ensure that Ongo's statutory and regulatory obligations are being fulfilled
- ➔ Ensure that the Board, Committees and Subsidiaries operate within their rules and objectives
- ➔ Support the Board to take a strategic and generative approach to the organisation's ambitions
- ➔ Ensure that the governance arrangements are effective, and meetings are effectively chaired
- ➔ Ensure that Ongo's commitment to diversity is reflected in its governance arrangements
- ➔ Develop the knowledge and capability of the Board and plan for succession
- ➔ Ensure that there are regular reviews of the performance of each Board Member through appraisal and for governance as a whole
- ➔ Ensure mechanisms are in place for regular communication with and feedback from the Board
- ➔ Ensure that there is appropriate accountability to the Board from the Executive Team
- ➔ Provide support and guidance to the Chief Executive and appraisal the performance of the Chief Executive, setting annual objectives
- ➔ Participate in planning for Board meetings
- ➔ Establish and build an effective and constructive working relationship with Board Members, Executives and other stakeholders

**Specific duties and the person specification are provided as a separate document.**



# Ongo expects all board members

- 1 To uphold the values, mission and purpose of the organisation
- 2 To uphold and operate within core policies including those for conduct, probity and equality and diversity
- 3 To prepare for and attend meetings as set out in the requirements of each role
- 4 To participate in meetings, contributing expertise where applicable
- 5 To contribute and share responsibility for the board's consensus decisions
- 6 To prepare for and attend training sessions or other events
- 7 To attend and prepare for reviews linked to individual performance and that of the board and its committees
- 8 To represent Ongo as appropriate
- 9 To ask for training and development where it is needed
- 10 To declare any relevant interest and to keep associated documentation up to date
- 11 To respect confidentiality of information
- 12 To uphold the Code of Governance and Code of Conduct.

## Remuneration

The role of the Chair is remunerated at £15,000 per year. Reasonable expenses, including mileage, will be reimbursed.

The successful candidates will be asked to sign an Agreement for Services.

## Induction

All successful candidates will be supported through our induction process which takes place during the first six months of appointment.

## Time commitment

Meetings are generally held in Scunthorpe, either at Ongo House or at our hub, The Arc, and you will be expected to attend all meetings in person however attendance by Teams may be allowed by exception. The Board will meet approximately six times a year for formal meetings and for strategic planning days. Each meeting will require up to two days of your time, including an agenda briefing, your own reading and preparation ahead of the meeting, plus around 3 hours for the meeting.

You will be expected to have regular contact with the Chief Executive, to support the planning for and attend Away Days, training, networking or other events throughout the year. In addition, you will lead the non-executive appraisal process for your colleagues on the Board and will participate in your own appraisal. In total the time commitment is therefore likely to be around 25 to 30 days per year but this can vary.

During the first six months there will be an additional time commitment as you work through our induction processes and a handover with our existing Chair.

# Applicant criteria

We are unable to accept applications from candidates who are ineligible to serve as a Board Member. This is detailed on the declarations form we have provided and includes individuals who:

- ➔ Are bankrupt or subject to any agreement with creditors
- ➔ Are disqualified for any reason from acting as a Company Director or Charity Trustee
- ➔ Would not be considered a Fit & Proper Person by HMRC
- ➔ Are unable to comply with our Code of Conduct and/or have made a declaration of any actual or potential conflict of interest affecting them, members of their family and businesses or other companies which they are associated or closely connected. This includes any matters that could be perceived as a conflict of interest.

## Tenure

All appointments have a term of office in line with the National Housing Federation Code of Governance, 2020. This is subject to satisfactory performance which is evaluated through an annual non-executive appraisal process.

## Insurance

Director and Officer insurance cover is in place.

## How to apply

To apply you should submit:

- ➔ An up to date CV
- ➔ Provide a statement that explains why you are interested in the role, details how you are a good candidate and how you fulfil the skills requirement. We recommend your statement is no longer than three pages. Please indicate on your supporting statement if you cannot attend the interview date and/ or if you have any specific requirements in order to participate in the interview.
- ➔ A fully completed declarations & fit and proper person's form – please ensure that you complete every page

It would help us if you would also complete an equalities monitoring form. This is not mandatory but will help us monitor our commitment to equality and diversity.

Application documents should be emailed to our retained advisor, **Angela Lomax at [a.lomax@ntp.uk.com](mailto:a.lomax@ntp.uk.com)** by no later than **5pm on Wednesday 4 June 2025**. Late applications will not be accepted.

Your application will be acknowledged within 48 hours of receipt. Please contact Angela Lomax at NTP if you have not heard from us within that time.





# WHAT HAPPENS NEXT?

All applications will be considered and assessed against the eligibility criteria and requirements of the role profile in order to shortlist candidates. If you have been successful at this stage, DTP will contact you to invite you to participate in the next stage. If you are unsuccessful at this stage you will be advised.

The next stage may be a **short virtual interview** with our advisors **Angela Lomax of DTP and Ian Robertson of EMA**. We will advise you of this when we contact you. This stage may be required to further support the Panel in shortlisting candidates.

Successful shortlisted candidates will be invited to a selection day to be held on **Tuesday 15 July 2025** at **Ongo House, Church House Square, Scunthorpe, DN15 6AT**. Candidates will also be asked to undertake a Wave psychometric test and will receive feedback from Ian Robertson.

## The selection day will comprise:

You will be asked to prepare a short verbal presentation on a topic you will be advised on in advance and will present this ahead of a formal interview with a panel, comprising:

- ➔ Rachel Cook, Senior Independent Director
- ➔ Mike Finister-Smith, Board Member
- ➔ Matt Sugden, Board Member with responsibility for Complaints
- ➔ In attendance as observers will be Steve Hepworth, Chief Executive and Angela Lomax, consultant.

You will also have a structured discussion session with a group of Ongo's Tenant Panel members.

## Informal discussion

If you would like to know more and would like an informal chat about these roles, please contact:

- ➔ Angela Lomax at DTP on Tel: **07702213809** email: [a.lomax@ntp.uk.com](mailto:a.lomax@ntp.uk.com)
- ➔ Steve Hepworth, Chief Executive of Ongo on: [steve.hepworth@ongo.co.uk](mailto:steve.hepworth@ongo.co.uk)
- ➔ Bob Walder, current Group Chair of Ongo on: [bob.walder@ongo.co.uk](mailto:bob.walder@ongo.co.uk)

## Other Documents

The following documents are separately available on the website in this pack to help you with your application:

- ➔ Corporate Plan
- ➔ Statement of preferred composition
- ➔ Role profile
- ➔ Standing orders
- ➔ Board competency, skills and behaviour matrix
- ➔ Board meeting schedule



[View these documents here](#)