ONGO RECRUITMENT PACK

Board and Board Trainee Opportunities 2026

Shaping our future

Recruitment Pack | September 2026

Welcome from our Chief Executive

Thank you for your interest in joining Ongo.

Ongo exists to provide great homes and services, create opportunities, and help people and communities thrive. We provide around 12,000 homes and combine our role as a social landlord with commercial and community activity that supports our wider social purpose. This is an exciting point in Ongo's journey. We are well into delivering our 2024–2029 Corporate Plan, focused on being a great landlord, putting customers at the heart of what we do, and growing as a sustainable organisation. We have made positive progress, while remaining ambitious about where we can improve and the difference we want to make.

Our work is broad and meaningful. We invest in existing homes, build and acquire new homes, support employment and training, strengthen communities and provide services that help people live well and independently.

We operate in an increasingly complex environment, with rising expectations of landlords and significant economic, environmental, regulatory and technological change. That makes excellent governance more important than ever.

We are looking for people who share our purpose and can bring experience, insight, curiosity and constructive challenge. You do not need to come from the housing sector for every role. We value different professional backgrounds, personal experiences and ways of thinking.

As a Board member, you will help us make thoughtful decisions, manage risk responsibly and ensure that our ambitions translate into meaningful and lasting outcomes for tenants, customers and communities.

If our purpose connects with you, and you believe your experience or perspective could help us become an even stronger organisation, we would be delighted to hear from you.

Steve Hepworth
Chief Executive

"We are looking for people who share our purpose and can bring experience, insight, curiosity and constructive challenge."

WE ARE ONGO

We began in 2007 as North Lincolnshire Homes, when the housing stock of North Lincolnshire Council was transferred over. Since then, we have grown into the Ongo group, bringing together housing, commercial and community companies with a shared purpose.

Today, we provide around 12,000 homes across North Lincolnshire and surrounding areas, including Lincolnshire, South Yorkshire and Nottinghamshire. We are the largest social landlord in North Lincolnshire.

Our commercial businesses provide services, generate value and contribute to the wider strength of the group. Our community activities help people access employment, training, wellbeing support and other opportunities. The value we create is used to support our social purpose and invest in homes, services and communities.

Our overall vision is simply **to create and sustain truly vibrant communities.** To us, a truly vibrant community is one where our tenants and local people feel safe, secure and happy in their homes and neighbourhoods, where children grow up with aspirations and opportunities, where diversity is respected and celebrated, and where more vulnerable people are looked after and cared for.

This vision shapes our decisions, our investment and the way we work with tenants, customers, partners and one another.

We want our homes and neighbourhoods to be places people are proud of. We want tenants and customers to receive clear, reliable and respectful services. We also want to create opportunities that help people develop their skills, improve their wellbeing and thrive.

2025/26 at a glance

Around 12,000 homes owned and managed	**£20.2m** invested in maintaining homes and building safety	**43,328** repair jobs completed
189 new homes completed	**243** people supported into employment	**376** people received mental health support

OUR CORPORATE PLAN

What our vision looks like in practice

Our Corporate Plan 2024–2029 was shaped by feedback from tenants, customers, colleagues and Board members. It provides a clear framework for our decisions, investment and priorities through to 2029. We have 3 clear objectives:

Be a great landlord **Safe homes. Reliable services. Strong neighbourhoods.**	• £20.2 million invested in maintaining homes and keeping buildings safe during 2025/26. • 43,328 repair jobs completed across homes and neighbourhoods. • Strong performance across key building safety and compliance measures, supported by independent assurance.
Customer focus **Listening, learning and creating opportunities.**	• The Customer Focus Committee strengthens tenant voice within strategic decision-making. • Customers influenced repairs, neighbourhoods, new developments, digital services, sustainability and building safety. • Employment, skills, well-being and community support help people build confidence and create new opportunities.
Growth and sustainability **Investing today. Planning for the future.**	• 189 new homes completed and 233 homes added in total during 2025/26. • All 112 homes started during the year are being delivered for social rent. • SHIFT Gold accreditation recognises Ongo's commitment to environmental sustainability.

STRONG FOUNDATIONS

Ongo combines social purpose with strong governance, financial resilience and a clear commitment to value for money. These foundations give Ongo capacity to invest in homes, services and communities while planning responsibly for the future.

G1 / V1
Highest available ratings for governance and financial viability

£76.1m
Group turnover in 2025/26

£9.1m
Group surplus before taxation and actuarial losses

£140.2m
Group reserves at 31 March 2026

£2.16m
Value for money savings recorded in 2025/26

£16.93
Social value calculated for every £1 invested in community projects

Why join us now?

- A regional neighbourhood model shaped by tenant feedback is changing how frontline services are delivered.
- Repairs performance and transactional satisfaction improved during 2025/26, while Ongo remains open about where further improvement is required.
- Our Customer Focus Committee has strengthened direct tenant influence within governance.
- Major development schemes and acquisitions are supporting regional growth.
- Ongo continues to invest in sustainability, Board effectiveness, skills and succession.

The role of Boards and Committees

Our Boards and Committees oversee delivery of these objectives. They set strategic direction, scrutinise performance, oversee risk and ensure that Ongo remains accountable for the decisions it makes.

Board and Committee members help us look beyond immediate performance and consider the long-term consequences of our decisions for tenants, communities, colleagues and the future sustainability of Ongo.

THE OPPORTUNITY

Ongo is made up of housing, commercial and community-based companies, with each area of the business having its own Board of Non-Executive Directors. Our Boards are responsible for the strategic oversight of the organisation and setting the vision for the group. Ongo Homes is regulated by the Regulator of Social Housing, which assesses whether we meet governance, financial viability and consumer standards.

Joining Ongo provides an opportunity to contribute to an organisation with a clear social purpose and a significant role within the communities it serves.

As a Board member, you can:

- Influence the strategic direction of a complex social-purpose group.
- Help shape investment in existing homes and the delivery of new homes.
- Champion the interests and experiences of tenants and customers.
- Scrutinise performance, risk, financial resilience and service quality.
- Support responsible growth and environmental sustainability.
- Bring your professional expertise, lived experience and personal perspective.

What you can expect from us

- A comprehensive induction tailored to your role.

- Opportunities to meet tenants, colleagues and service teams.
- Ongoing training and development.
- Support from the Chair, fellow members and the Governance team.
- An open environment in which respectful challenge is welcomed.

DIFFERENT EXPERIENCES. SHARED PURPOSE.

Who we want to hear from

We are looking for people who can bring relevant expertise, sound judgement and a genuine commitment to Ongo's purpose. Some opportunities need established senior or specialist experience. For others, direct knowledge of tenant and customer experience, community leadership or lived experience will be particularly valuable.

Across all appointments, we value people who can:

- Think strategically and consider long-term consequences.
- Understand and interpret complex information.
- Exercise independent judgement and provide constructive challenge.
- Listen to different perspectives and work collectively.
- Remain focused on outcomes for tenants and customers.
- Demonstrate integrity, accountability and curiosity.
- Commit to learning about Ongo and the wider environment in which it operates.

Previous Board experience is valuable, but it is not essential for every opportunity. We are interested in the contribution you can make, the perspective you bring and your willingness to learn.

We want our Boards and Committees to reflect the diversity of our communities. We particularly welcome applications from people whose backgrounds and experiences are currently underrepresented within our governance structure, including people from ethnic minority communities and disabled people.

Talented candidates do not all follow the same professional or personal route. If you can demonstrate the qualities we need but are unsure whether your experience fits a traditional Board profile, we encourage you to consider applying.

CURRENT OPPORTUNITIES

Opportunity	Experience and perspective sought	Potential contribution
Homes Board member	Significant experience of finance, audit, risk, assurance or internal control, ideally within a regulated or similarly complex organisation.	Ongo Homes Board and Audit & Risk Committee, with potential to support longer-term Chair succession.
Homes Board member	Senior commercial leadership, business development, customer focus and financial understanding.	Ongo Homes Board and oversight of Ongo's commercial activities.
Homes Board member	Customer insight, community leadership, social value, employment, training or support services.	Ongo Homes Board, with potential contribution to Customer Focus Committee or Communities Board.
Homes Board member	Direct lived experience of social housing and insight into tenants' needs and expectations.	Ongo Homes Board and potential contribution to Customer Focus Committee.
Assets and Development Board member	Senior experience of asset management, repairs, property services, investment or development.	Ongo Homes Board and Assets & Development Board.
Board Trainee x 2	Potential, curiosity, commitment to Ongo's purpose and willingness to learn.	A supported two-year development programme across Ongo's governance structure.

BOARD TRAINEE PROGRAMME

For those earlier in their governance journey, our Board Trainee programme offers structured support, learning and experience to help develop the next generation of Board talent.

Our Board Trainee programme is designed for people who have the potential and commitment to become effective Board members, but who may not yet have the experience or confidence to apply for a full Non-Executive role.

The programme runs for two years in partnership with Housing Diversity Network. It combines practical experience within Ongo's governance structure with structured learning, mentoring and development.

As a Board Trainee, you will:

- Attend Ongo Homes Board meetings and Board-wide strategy events.
- Gain exposure to other Boards and Committees across the group.
- Receive relevant training, development and mentoring.
- Develop your understanding of governance and non-executive responsibilities.
- Build the skills and confidence needed to apply for future Board opportunities.

Working with HDN, you'll receive training and support to get you board ready. It's a development scheme to create a pipeline of talent for diversity on boards. To express an interest in the Board Trainee scheme, please visit *https://www.ongo.co.uk/about-ongo/our-group/about-our-boards/boardtrainees/*

We are not looking for someone who is already Board-ready. We are looking for potential, curiosity, commitment and a willingness to learn.

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.
- A fully completed **declarations & fit and proper person's** form – please ensure that you complete every page

We are open to receiving applications for more than one position but please indicate on your statement which role(s) you are interest in.

Application documents should be emailed to a.lomax@dtp.uk.com **by no later than 5pm on 26th October 2026.** Late applications will not be accepted. Your application will be acknowledged within 48 hours of receipt. Please contact Angela Lomax at DTP if you have not heard from us within that time.

Appointment of Group Board and Committee Member Positions

All appointments will have terms of office in line with the National Housing Federation Code of Governance, 2020.

Informal Discussion About Group Board and Committee Member Positions

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

Angela Lomax at DTP on Tel: 07702213809 email: a.lomax@dtp.uk.com or

Steve Hepworth, Chief Executive on Tel: 07717 587665 email: steve.hepworth@ongo.co.uk

KEY INFORMATION

The closing date for applications is **5pm on 26th October 2026**. All applications will be considered and assessed against the requirements of the Role Profile to create a shortlist of candidates to interview. If you are successful at this stage, we will contact you.

The interview process for Group Board and Committee members

Interviews for shortlisted candidates will take place in **early November 2026** and will be held at Ongo House, High Street, Scunthorpe, DN15 6AT. The interview panel will be confirmed as part of the recruitment process but this is expected to be:

- Des Hudson – Group Chair
- Rachel Cook – Senior Independent Director of the Board
- Steve Hepworth – Group Chief Executive
- Angela Lomax – advisor, DTP

Remuneration

The roles are remunerated at:

- Ongo Homes Board Members – £6,500 per year
- Ongo Board Trainees - £1,650 per year
- Ongo Independent Committee Member (Asset & Development) - £5,000 per year

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

Induction and Events

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

Time Commitment and Meeting Schedule

Meetings are generally held in Scunthorpe, and you will be expected to attend all Board meetings in person, subsidiary boards and committees may meet remotely. Ongo Homes Board meets around six times a year. Ongo Commercial Board normally meets a minimum of four times a year. Assets & Development Board meets around four times per year. Each meeting will require up to a day of work, considering reading and preparation and around 2-3 hours for the meeting. We also expect you to spend time keeping up to date with issues in the wider group and provide you with access to information to help you do this. You will be expected to attend Away Days, training and other events

throughout the year. In total the time commitment is therefore likely to be around 10 days per year, but this can vary.

We expect our members will make every effort to attend meetings in person, although we do have the facility to offer a blended approach (to join by MS Teams) by exception on those occasions when attending in person is not possible. Where you are unable to attend, you are expected to send apologies in advance and explain this at your earliest opportunity.

During the first six months there will be an additional time commitment as you work through our induction processes.

Applicant Criteria

We are unable to accept applications from candidates who are ineligible to serve as a Board Member. This is detailed on the form we have sent to you 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.