



Altair

Non-Executive Board Member Recruitment

Evolve Facility Services Ltd

(part of The Riverside Group Ltd)

Recruitment Pack

September 2017

EVOLVE
FACILITY SERVICES

Morgan Lambert
Gas safety... is our business

 **Riverside**

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1 | Welcome letter

Thank you for your interest in joining the Board of Evolve.

Evolve Facility Services Ltd (Evolve) is a for-profit subsidiary of The Riverside Group Ltd (TRGL) providing maintenance services for TRGL in England. Since its acquisition, Evolve's turnover has grown from £6.5 million to around £43 million to date and we employ 438 members of staff.

We currently have four directors on the Board of Evolve. To support our growth, we are seeking two additional non-executive directors to help us shape the future success of our entrepreneurial, fast growing and commercial business.

We are looking for candidates with experience of leading strategic business planning and building successful businesses in a commercial environment. Non-executive experience isn't required but experience of being a corporate board director in a medium sized business would be an advantage, as would knowledge or experience of the housing sector. The ability to provide strategic support and constructive challenge is a pre-requisite.

The total approximate time commitment is 9/10 days per annum and the remuneration for the role is £7,000 per annum plus expenses.

If you would like to join the Board of Evolve Facility Services Ltd please contact our retained recruitment consultant at Altair for a confidential discussion.

All the best

Yashar Turgut
Chair of the Board of Evolve Facility Services Ltd

2 | About us

Evolve Facility Services Ltd

Evolve Facility Services was created in 2010 from two existing business, OP Building Maintenance Services and JC Construction. The concept came from the frustration of large PLCs dominating the market place and providing a service the founders felt was becoming uncontrolled and offering a poor product within the sector.

Evolve went live in August 2010 with its first contract (£6 million) which at the time was the Riverside Mersey South Region. The contract soon became a huge success and Evolve quickly tendered and won its second contract in the then Pennine Region. At this point, Evolve was approached by Riverside to discuss the feasibility of acquiring the business.

The proposal was different to previous acquisitions within the sector, in that it was a commercial development. Riverside was clear that customer approach and experience were still paramount; it needed a viable commercial business driven by a commercial entrepreneurial team. Based on this, terms were agreed and Evolve was transferred full-time to oversee and execute the five-year business plan.

From the initial design and establishment of Evolve, it quickly developed its own material framework partnership with Wolseley UK (Integrated Services). This partnership became key in helping the business become commercially competitive within the sector, and key in the roll out of its depots around the country, which all carry the same theme and branding. The current depots are:

- Widnes, Head Office and central functions
- Liverpool Newcastle
- Hull
- Manchester
- Carlisle
- Leicester
- Stoke

The business now provides cover for around 85% of Riverside's stock on the following:

- Responsive Repairs all trades
- Planned, Kitchens, Roofs, Bathrooms, Windows and doors, fencing
- Gas, covers all servicing and boiler upgrade programmes
- Electrical
- Retirement Living major upgrades
- Prospect Homes, defects and new build works

Evolve in this time-period has also set up its own in-house functions including the following:

- Health and Safety Department
- Human Resources Department
- Asbestos and Compliance Department
- Planning and Call Centre functions
- Customer Service Team
- Learning and Development/Mental Health
- Apprenticeship development and business strategy

Key to any business is its IT and its ability to connect and adapt; Evolve does this through its partners Webpoint Ltd. Webpoint has played a key role in developing Evolve's bespoke IT around how it controls and monitors performance, finance, and all appropriate processes and procedures.

Since its acquisition, Evolve's turnover has grown from £6.5 million to around £43million to date. Evolve employs 438 members of staff. The Riverside Group Limited is the sole shareholder and the current directors of Evolve are as follows:

- Yashar Turgut (non-executive Chair of Evolve and was previously a TRGL Board member)
- Neil O'Halloran (MD of Evolve)
- Ian Gregg (Executive Director of Asset Services for TRGL)
- Anna Bishop (Director of Customer Services for TRGL).

Evolve's objectives are now to build on new work streams and develop our relationship with Riverside to find more efficiencies that will ultimately benefit the Group, and ensure Evolve continues to be the market leader within its sector.

For more information about Evolve, please watch:
<https://www.youtube.com/watch?v=yoTEeENNwx8>

Evolve's constitution is available as a download at: <http://www.altairtd.co.uk/job/evolve186>

The Riverside Group

The Riverside Group Limited (Riverside) is one the UK's leading social housing and regeneration organisations, owning or managing over 50,000 properties from Kent in south east England to Irvine on the west coast of Scotland. In 2016, Riverside had a turnover of £365 million and employed 2,711 staff.

3 | Role profile

Job description

Non-Executive Board Member of Evolve Facility Services Ltd (the “Company”)

PURPOSE

To oversee and direct the Company’s activities which are to provide a commercial repairs service to The Riverside Group Ltd, its parent and a charitable registered provider of social housing.

RESPONSIBILITIES:

- Upholding the vision of the Riverside Group, and participating in the development objectives that accord with these
- Promoting the Riverside Group and the Company through contact with communities, any relevant authorities and other bodies
- Ensuring that the organisation acts in accordance with its values, constitution, Governance Framework Document and the relevant legal and regulatory framework
- Contributing to decision making about policy and strategy
- Regularly attending Board meetings and participating in discussions and decision-making to achieve Group and Company objectives
- Exercising sound financial and risk management to ensure no variance from the core values of the Group
- Monitoring performance in relation to objectives, plans, budgets, controls and decisions
- From time to time attending functions, training sessions and other meetings in the interest of the organisation

Person Specification

PART ONE
Knowledge and Experience
<ul style="list-style-type: none"> ▪ Experience of strategic business planning in a commercial environment ▪ Knowledge and/or an understanding of the housing sector including planned or responsive maintenance areas of work ▪ Knowledge of statutory compliance requirements relating to social housing ▪ Experience of managing financial budgets and performance monitoring at senior management level ▪ Understand, or be willing to develop knowledge of governance and how boards operate and add value ▪ Experience of being a corporate board director in a medium sized business would be an advantage
PART TWO
Skills and Abilities
<ul style="list-style-type: none"> ▪ Provide support and constructive challenge to an executive team ▪ Apply specialist knowledge appropriately ▪ Analyse significant amounts of complex information, debating and challenging as necessary ▪ Assess the risks of proposed courses of action ▪ Make independent and critical judgments, whilst recognising the need to reach consensus based on compromise ▪ Develop and maintain relationships with others <p>Board members should be people:</p> <ul style="list-style-type: none"> ▪ With vision, generating new ideas and perspectives ▪ Who govern rather than manage ▪ Who are up to date with relevant issues ▪ Who work as part of a team
Personal Behaviour and Style
<ul style="list-style-type: none"> ▪ Honest, trustworthy, reliable and respectful ▪ Committed to the values of the organisation and the housing sector ▪ Willing to devote the necessary time to their duties

4 | Terms and conditions

Remuneration

- £7,000 per annum
- Expenses – Board Members will be reimbursed for out of pocket expenses such as travel, in accordance with the Riverside Group's Expenses Policy.

Commitment required

The total approximate time commitment is 9/10 days per annum comprising:

- The Board of Evolve Facility Services Ltd meets six times a year and there will also be the occasional ad hoc meetings for urgent matters
- Members of the Committee will also need to commit to two days per year for induction, appraisal and training/development activities (some of this will be background reading)

Please see meeting dates in Appendix One.

Please read **Riverside's Code of Conduct for Board and Committee Members at:**

<http://www.altairtd.co.uk/job/evolve186>

5 | Recruitment timetable

Recruitment stage	Date
Closing date	10:00am, Monday 18 September 2017
Longlisting decision	20 September 2017
Longlist telephone interviews (Altair)	w/c 25 September 2017
Shortlisting decision	Tbc
Interviews (Liverpool)	16 and/or 17 October 2017

6 | Further information

For an informal and confidential discussion about the position, please contact one of our retained advisors at Altair Ltd:

- **Sarah Palmer**, Head of Interim Management and Executive Search at Altair Ltd on 07806 602933 or email: sarah.palmer@altairltd.co.uk
- **Sarah Parr**, Director at Altair Ltd on 07766 563068 or email: sarah.parr@altairltd.co.uk

7 | How to apply

To apply for a Board Member position at Evolve Facility Services Ltd please go to: <http://www.altairltd.co.uk/job/Evolve186> complete our registration form and attach the following documentation (please save your files with your surname first, followed by your first name and a description of the file):

- A **detailed CV** including details of positions held (and dates), size of budgets and teams managed and key achievements
- A **supporting statement** explaining your motivation in applying for this position at Evolve Facility Services Ltd and also addressing how you meet the requirements of Part One of the person specification
- Full contact details (name, job title, organisation, phone and email) for **two referees**. Please note we will not take up references without your prior permission
- Completed “**Recruitment Monitoring Form**” (a Word version is available on our website) and attached as reference at Appendix 1 of this recruitment pack

The closing date for applications is: **9:00am Monday 18 September 2017** and the role reference code is: **ALT186**.

Your application will be acknowledged and treated with strictest confidence.

Appendix 1 | Board meeting dates

The Board meets at: Unit 16, Heron Business Park, Tan House Lane, Widnes, Cheshire, WA8 OSW

2017 Board meeting dates

- 19 September 2017, 9:30am
- 8th November 2017, 9:30am NB: May be held in Carlisle

2018 Board meeting dates

Please note that the proposed dates are for illustrative purposes only, subject to agreement with new and existing Board members:

- 11th January 2018
- 22nd February 2018
- 26th April 2018
- 21st June 2018
- 19th September 2018
- 22nd November 2018

Appendix 2 | Recruitment monitoring form

These characteristics have been identified by The Riverside Group as differences that are most likely to result in people being treated unfairly or to require different consideration in how we deliver our services. We understand that the options set out in this form may not cover the diverse range of characteristics with which someone might identify and therefore wherever possible an option is provided to allow self-description.

1. DATE OF BIRTH:			
.....			
2. HOW WOULD YOU DESCRIBE YOUR GENDER IDENTITY? Please tick or describe as appropriate.			
<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Non-binary*	<input type="checkbox"/> Prefer not to say
Self-description:.....			

*do not identify as male or female

3. DO YOU CONSIDER YOURSELF TO BE A TRANSGENDER PERSON? Please tick as appropriate.		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say
4. DO YOU CONSIDER YOURSELF TO HAVE A DISABILITY? (a disability is identified as having a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities) Please tick as appropriate.		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say

If you ticked 'yes', please state whether your disability relates to one of the following:

<input type="checkbox"/> Wheelchair user	<input type="checkbox"/> Visual Impairment	<input type="checkbox"/> Mental health disability
<input type="checkbox"/> Mobility difficulties	<input type="checkbox"/> Speech Impairment	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Learning disability/difficulties	<input type="checkbox"/> Hearing Impairment	
Self-description:.....		
5. HOW WOULD YOU DESCRIBE YOUR SEXUAL ORIENTATION? Please tick or describe as appropriate.		
<input type="checkbox"/> Heterosexual	<input type="checkbox"/> Gay Woman	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Bisexual	<input type="checkbox"/> Gay Man	
Self-description:.....		

6. HOW WOULD YOU DESCRIBE YOUR RELIGION OR BELIEF? Please tick or describe as appropriate.							
<input type="checkbox"/>	Christian (all denominations)	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Buddhist		
<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Sikh	<input type="checkbox"/>	Muslim		
<input type="checkbox"/>	None	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>			
Self-description:.....							
7. HOW WOULD YOU DESCRIBE YOUR ETHNICITY? Please circle or describe as appropriate.							
White	Mixed	Asian or Asian British	Black or Black British	Chinese of other ethnic group			
British	White and black Caribbean	Indian	Caribbean	Chinese			
Scottish	White and black African	Pakistani	African	Japanese			
Welsh	White and Asian	Bangladeshi		Romany			
Northern Irish				Irish Traveller			
Irish				Gypsy			
European							
Self-description:.....							
8. WHAT IS YOUR MARITAL STATUS? Please tick or describe as appropriate.							
<input type="checkbox"/>	Single	<input type="checkbox"/>	Partnered	<input type="checkbox"/>	Civil Partnership	<input type="checkbox"/>	Married
Self-description:.....							

Signed:.....

Name (in block capitals):.....

Date:.....

Data Protection Statement: The Riverside Group Limited (TRGL) collects the information you give us on this form to meet our regulatory, statutory and constitutional obligations. This will be used to maintain up to date contact details for administrative purposes such as contacting you regarding expenses, events, training and appraisal. The form and the information it contains will be stored for the length of your tenure as a board member. The Equality and Diversity information is collected to monitor this subject. It is reported annually in an anonymised fashion to the relevant Board. Specific information from section 1 of this form, as recorded must by law and in accordance with regulatory good practice, be kept for the lifetime of the organisation on our (statutory) register. While kept by TRGL the information you provide on this form will be stored securely in accordance with the Data Protection Act 1998 and other relevant legislation and guidance, before being securely destroyed as appropriate.

Recruitment advertising monitoring - Job reference code ALT186

How did you find out about this opportunity?

	Please indicate "YES" as appropriate
Altair e-bulletin	
Altair website	
Approached directly by Altair	
Exec-appointments	
Inside Housing online	
LinkedIn	
Online browsing	
Riverside Group website	
Twitter	
Word of mouth	

Appendix 3 | Recruitment advertisement

Non-Executive Board Member - Evolve Facility Services Ltd (part of The Riverside Group Ltd)

National remit but head office is Liverpool

Remuneration: £7,000 per annum

Time Commitment: 9/10 days per annum

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For further information, please click the "Apply" button – you will be transferred to the site of our retained advisor, Altair Ltd, where you will find the recruitment pack. If, after reading the recruitment pack, you would like an informal and confidential discussion, please contact one of our retained advisors at Altair Ltd:

- **Sarah Palmer**, Head of Interim Management and Executive Search at Altair Ltd on 07806 602933 or email: sarah.palmer@altairltd.co.uk
- **Sarah Parr**, Director at Altair Ltd on 07766 563068 or email: sarah.parr@altairltd.co.uk

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