



Shape the future of Eastlight!

Do you live
in an Eastlight
home or ever been
a social housing
resident?

If you answered yes, then you should apply for our Board Trainee or Customer Influence Committee roles. **Read on for more information.**

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“Hello

I’m Hattie, the Chair of Eastlight Community Homes’ Board.

We’re looking for a passionate individual who is familiar with Eastlight or social housing and wants to help us be an even better landlord.

We are Eastlight

Eastlight is a housing association that owns and manages 14,500 homes across the East of England. We are a not-for-profit organisation, which means we put every £1 we make back into the services and homes we provide, like homes for social rent, affordable rent and shared ownership.

We were born in July 2020, and in just five years, our Board and Committee Members have worked hard to ensure Eastlight developed into the strong and forward-thinking landlord it is today, alongside 500 dedicated colleagues who put our residents at the centre of every decision they make.

By working with housebuilders, local government and public bodies, we help to deliver new homes to the areas they are needed most. We have already built more than 1,000 new, affordable and sustainable homes across Essex and the East.

We are also focused on improving the safety and security of our existing homes and communities to make sure residents have a place they feel proud to live.

As a ‘resident-led’ organisation, we are honoured to have seven Eastlight residents, as well as a member with lived experience who serve on our Board and our Committees, including our Customer Influence Committee.

They help us to make good decisions so that we continually improve our services. They also ensure that Eastlight follows rules and regulations, listens to residents and make sure that we develop a greater understanding of

what they need to feel happy in their homes and communities.

To achieve our big plans for the next three years, we need people who know what it’s like to live in social housing or have first-hand experience of living in an Eastlight home. This will help our Board to continue to ask the right questions, adapt in the right ways and provide the homes and services residents really need.

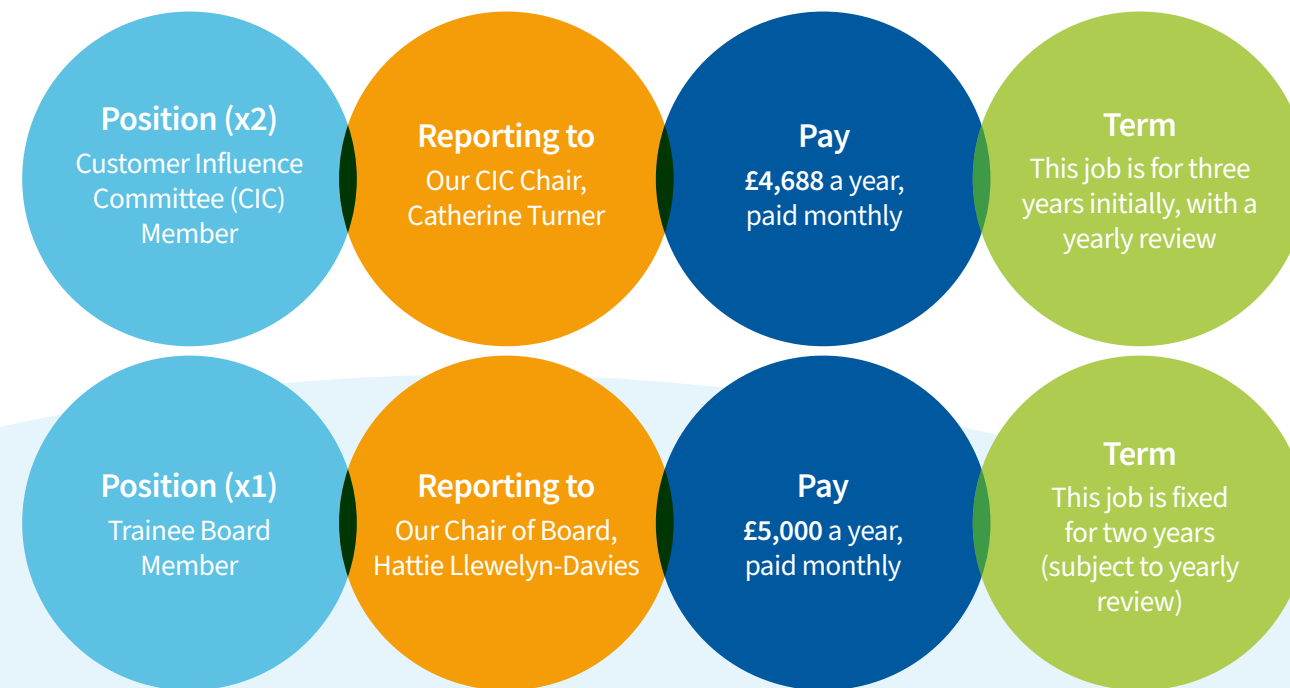
Hattie Llewelyn-Davies
Hattie Llewelyn-Davies
Chair of the Board



What will you be doing?

Like all Eastlight Board and Committee Members, you will work together to make important decisions, demonstrate our values and help guide the future of Eastlight.

We are looking for people who care about good leadership and want to make positive changes. We have two different vacancies available, and you are welcome to apply for either role – or both!



What you will do in both roles:

You are not required to have direct past experience to apply for either role, but experience in customer-facing roles or helping members of the public would be useful.

You will deliver the following activities in your role as either CIC Member or Trainee Board Member:

- **Help plan our future:** Work on Eastlight's big plans, making sure they match our values and priorities
- **Good leadership:** Make sure we have good rules and follow them, sticking to guidelines when making important decisions. You'll also represent Eastlight in a positive and ethical way, using your skills and experiences of living in social housing to help others
- **Watch for problems:** Find and monitor any risks to Eastlight and make plans to reduce them, while balancing our ethical, social, environmental and financial responsibilities
- **Talk to people:** Connect with residents, community members, partners and other Board Members to build good relationships and represent Eastlight well. You'll also take part in discussions and challenge others with respect
- **Develop and follow our rules:** Help to review and improve our policies, while committing to best practice. For example, acting in line with the National Housing Federation's Code of Governance 2020 and Code of Conduct 2022

- **Be fair:** You will be committed to showing empathy and promoting equality and inclusion. You'll also be driven and determined to change our diverse communities for the better
- **Support growth:** Help Eastlight to grow and improve, including planning for the future. You'll also focus on your own development too, and you will be open to receiving training and other opportunities to help you thrive in your role at Eastlight.

As a Trainee Board Member, you will also:

- **Manage money:** Keep track of Eastlight's spending – approving plans and budgets – and make sure we use our money wisely. You don't need to be a financial expert to do this, as you will be supported in your decision making on all money matters
- **Be strategic:** Help and take part in Board discussions. You won't be able to vote or make decisions formally, but your views will shape the Board's actions
- **Gain experience:** As a Trainee, you will observe each Committee meeting twice during your term with us, gaining vital experience of how Eastlight works - from the Executive Team to Committee and Board.
- **Receive a bespoke development programme:** By the end of your two-year tenure, you will have the skills and experience to apply for a full Board Member role. Your training plan will support you, which includes mentoring from existing Board Members.

Catherine Turner,
Board Member and
Customer Influence
Committee Chair



Visit www.eastlighthomes.co.uk/vacancies.

Please apply for the role you are most interested in, or tell us if you wish to apply for both.

See page 15 for more details.

Who are we looking for?

Do you currently live, or have you ever lived, in social housing? Do you care about making our communities better places to live? We want to hear from you!

We understand and value the importance of having different voices, experiences and backgrounds in a meeting room. As such, we strongly encourage applications from under-represented groups and communities to apply. Here's what we're looking for:

Personal Attributes (soft skills)	<p>For both roles, we're looking for people that are:</p> <ul style="list-style-type: none">• Passionate about listening to people, respectful of different opinions and able to work with others to find a 'middle ground'• Confident speaking to a range of people and able to express views and questions clearly and effectively, making reasonable contributions in meetings• Able to carefully consider how your decisions affect residents and future business outcomes• A team player, great at building relationships within Eastlight and our partners• Observant, with a sharp eye for detail, and can ask thoughtful questions• Empathetic and able to see both sides of a situation• Previously helped local neighbourhoods to thrive, knowing how to create a sense of community - for example, organising events, completing surveys or leading resident groups or networks• Can balance pros and cons, making decisions in the long-term interests of Eastlight and residents• Able to think creatively to solve problems• Eager to learn and stay updated on social housing issues• Willing to engage with topics outside of your field of experience to bring the best solutions for residents• Honest and professional• Ready to represent and positively promote Eastlight• Energetic and able to put in the time to do the job well at least one day a month – see the 'Time Commitment' section further below for more information.
Experience / Knowledge	<p>You must have the following experience for both roles:</p> <ul style="list-style-type: none">• Currently live in a social home, or have previously (Eastlight residents, shared owners or leaseholders are strongly encouraged to apply)• Have a good understanding of our communities, including what they need and want• Previously helped local neighbourhoods to thrive, knowing how to create a sense of community - for example, organising events, completing surveys or leading resident groups or networks

- While not essential, you might also have experience in:**
- Leading or supporting Equality, Diversity and Inclusion (EDI) initiatives, with knowledge of how to address unfairness
 - Working on Committee or other groups, representing other people's views
 - Working with community groups and partners to plan and achieve common goals
 - Working in customer-facing roles or supporting members of the public.
- As a Trainee Board Member, we're hoping you have experience working in:**
- Data/cyber security/IT
 - Artificial intelligence (AI)
 - Business strategy
 - Business transformation.

If you have some or all of these skills and want to make a positive difference in people's lives, then **please apply** (see page 15 for more details).



“I’m proud to have been a Trainee Board Member. Thanks to Eastlight for their invaluable trust, support and training”

Steve Bental,
Former Eastlight Board Trainee Member and current Customer Influence Committee member

When and where will you work?

While you can often work flexibly from home (just like all our colleagues at Eastlight), our main office is at:

**Eastlight House
(‘Braintree Hub’)
Charter Way
Braintree, Essex
CM77 8FG**



What is the time commitment?

Customer Influence Committee (CIC) Member

We expect our CIC Members to spend around **two days per month** on Eastlight work. This includes:

- **Four Committee meetings a year:** Each meeting lasts up to three hours. Members are expected to be present and engaged in the meeting, without distractions
- **Meeting preparation:** CIC Members must read the full meeting pack before Committee meetings (the pre-meeting reading can take a few hours). The reading material is sent to members a week before the meeting via secure weblink
- **Attend:** Meetings are usually online – but can sometimes be held in-person at our Head Office in Braintree
- **Other tasks:** Committee Members may be asked to join ad-hoc Committee meetings for key decisions, agree on policies outside of meetings and attend strategic ‘away days’ in-person. CIC members are expected to attend an annual away day and also join the Board for one of their away days.



Trainee Board Member

We expect our Trainee Board Members to spend approximately **two days per month** on Eastlight work. This includes:

- **Four Board meetings a year:** Each meeting lasts up to three hours, and these are a mix of online and in-person meetings. Members are expected to be present and engaged in the meeting, without distractions
- **Two ‘away days’ a year:** These typically happen in November off-site and are overnight
- **Two half-day strategy days:** These take place on the same day as a Board meeting, in-person at our Head Office in Braintree
- **Preparing for meetings:** Two to four hours prior to the meeting (online)
- **Training:** This will include mandatory training, as well as optional training (strongly encouraged for professional development purposes). Training can usually be completed online
- **Observe one Committee meeting per quarter:** Members will be required to read the pack in advance (this can take a few hours) and attend the two-hour Committee meeting as part of their development plan.

How do our Board & Committees operate?

Our Board

Sets strategic direction and ensures our business is run properly.



Board	The Board has overall control and manages the big decisions we make at Eastlight. Board Members keep track of how well we are doing, ensure we follow rules and regulations, manage calculated risks, and make sure we have enough resources to meet our obligations.
Customer Influence Committee (CIC)	The CIC scrutinises service delivery and makes sure residents can share their ideas and help make key decisions, including important plans and activities that affect them.
Audit & Risk Committee (ARC)	ARC ensures we have good systems, structures and frameworks in place, which allow us to meet our legal, statutory and regulatory duties, and remain effective.
Development & Asset Management Committee (DAM)	DAM looks after new projects, such as buying land, building and improving homes and communities. It also makes sure we are eco-friendly and can meet Net Zero Carbon by 2050.
Governance & People Committee (G&P)	G&P helps the Board with hiring and retaining skilled employees, overseeing pay and reward, and making sure we follow good governance practices. They also look after our People Strategy and policies like Safeguarding and Equality, Diversity & Inclusion.
Finance & Treasury Committee (F&T)	F&T looks after our money plans and makes sure we stay financially healthy. They also oversee our Treasury Strategy and handle money transactions for the Board.



“We’ve got exciting work coming up”

Catherine Turner,
Board Member and Customer
Influence Committee (CIC) Chair

What does the next year look like?

Board Committee Timetable (April 2025 – March 2026)

Key: ● Board Meeting – virtual or in-person ● ARC – virtual ● CIC – virtual ● AGM
● Board Away Day – in-person ● DAM – virtual ● F&T – virtual ● School Holidays
● G&P – virtual ● Emerald / Icen Board ● H&S Virtual

Q1			
	APR 25	MAY 25	JUN 25
M			
Tu	1		
W	2		
Th	3	1	
F	4	2	
Sa	5	3	
Su	6	4	1
M	7	5 Bank Holiday	2
Tu	8	6 DAM	3
W	9	7	4
Th	10	8 F&T (AM) and CIC (PM; shareholding)	5
F	11	9 ARC	6
Sa	12	10	7
Su	13	11	8
M	14	12	9
Tu	15	13	10
W	16	14	11
Th	17	15 H&S	12
F	18 Bank Holiday	16	13
Sa	19	17	14
Su	20	18	15
M	21 Bank Holiday	19	16
Tu	22	20 Board (in-person) Board & Strategy (all)	17
W	23 G&P	21	18
Th	24 CIC	22	19
F	25	23	20
Sa	26	24	21
Su	27	25	22
M	28	26 Bank Holiday	23
Tu	29	27	24
W	30	28	25
Th		29	26
F		30	27
Sa		31	28
Su			29
M			30
Tu			

Q2			
	JUL 25	AUG 25	SEP 25
		Holidays No meetings	
M			1
Tu	1		2
W	2		3
Th	3		4 F&T
F	4	1	5
Sa	5	2	6
Su	6	3	7
M	7	4	8
Tu	8 G&P	5	9
W	9	6	10
Th	10 CIC	7	11
F	11	8	12
Sa	12	9	13
Su	13	10	14
M	14	11	15
Tu	15 DAM	12	16
W	16 Icen/Emerald	13 H&S	17
Th	17 ARC (year end)	14	18
F	18	15	19
Sa	19	16	20
Su	20	17	21
M	21	18	22
Tu	22	19	23
W	23	20	24
Th	24	21	25 AGM
F	25	22	26
Sa	26	23	27
Su	27	24	28
M	28	25 Bank Holiday	29
Tu	29 Board (in-person) Out and About (all)	26	30 Board (in-person) Board & Strategy (all)
W	30	27	
Th	31	28	
F		29	
Sa		30	
Su		31	
M			
Tu			

Q3			
	OCT 25	NOV 25	DEC 25
			Christmas in H2
M			1
Tu			2
W	1		3
Th	2		4
F	3		5
Sa	4	1	6
Su	5	2	7
M	6	3	8
Tu	7	4 G&P	9
W	8	5	10
Th	9	6 ARC	11
F	10	7	12
Sa	11	8	13
Su	12	9	14
M	13	10	15
Tu	14	11 F&T	16
W	15	12 H&S	17
Th	16	13	18
F	17	14	19
Sa	18	15	20
Su	19	16	21
M	20	17	22
Tu	21 CIC	18	23
W	22	19	24
Th	23 DAM	20	25 Bank Holiday
F	24	21	26 Bank Holiday
Sa	25	22	27
Su	26	23	28
M	27	24 Board Away Day (channels)	29
Tu	28	25 Board Away Day (channels)	30
W	29	26	31
Th	30	27	
F	31	28	
Sa		29	
Su		30	
M			
Tu			

Q4			
	JAN 26	FEB 26	MAR 26
M			
Tu			
W			
Th	1 Bank Holiday		
F	2		
Sa	3		
Su	4	1	1
M	5	2	2
Tu	6	3 ARC	3
W	7	4	4
Th	8	5 DAM	5
F	9	6	6
Sa	10	7	7
Su	11	8	8
M	12	9	9
Tu	13	10 F&T	10
W	14	11 H&S	11
Th	15	12	12
F	16	13	13
Sa	17	14	14
Su	18	15	15
M	19	16	16
Tu	20	17	17
W	21	18	18
Th	22	19	19
F	23	20	20
Sa	24	21	21
Su	25	22	22
M	26	23	23
Tu	27 G&P	24 Board (virtual) (inc budget)	24
W	28	25	25
Th	29 CIC	26	26
F	30	27	27
Sa	31	28	28
Su			29
M			30
Tu			31

Equity, Diversity & Inclusion

At Eastlight, we believe everyone should feel valued, and we celebrate different backgrounds, experiences and abilities.

Every person at Eastlight, including Board and Committee Members, helps create a welcoming and fair environment. We work hard to stop any negative behaviour like racism and discrimination.

What we do to be inclusive:

- **Learning and improvement:** We collect information about our colleagues to understand how to make things fairer. We work with other housing groups, like the National Housing Federation, to find and address gaps in equality
- **Training:** We train managers and have special hiring campaigns to bring in diverse talents
- **Pay fairness:** We look at our pay data to make sure everyone is paid fairly, and we share our pay gap figures annually
- **Employee groups:** We have internal employee groups where staff can share their ideas and help make key decisions
- **Better services:** We regularly update our information to know how different customers want and are able to use our services
- **Accessible homes:** We work with local authorities to make sure our homes can be adjusted for people with different needs. We treat all housing applicants equitably
- **Policy checks:** We review all our policies frequently to ensure they are fair and make improvements as and when needed
- **Special partnerships:** We are the Founding Partner of disability organisation Purple and our joint work with Essex Cares Limited (ECL) helps us to hire people with different cognitive abilities
- **Disability Confident Leader:** Because of our work, we have reached the highest level in the UK Government's Disability Confident Employer scheme.

Join us

We welcome applications from everyone, no matter your background or experience. We would like to receive applications from Eastlight residents, or from those who currently or have previously lived in social housing, who can draw upon their lived experiences.

We also value having different voices and personal backgrounds in the Boardroom. As such, we strongly encourage applications from under-represented groups and communities to apply.

If you need help with your application or want to apply in a different way, such as by video, then please contact us at recruitment@eastlighthomes.co.uk



How do I apply?

Application live date:	Friday, 13 June 2025
Application close date:	Sunday, 29 June 2025
Interview dates:	Monday, 28 July 2025 (in person) Friday, 1 August 2025 (in person)

Apply Now

Visit <https://careers.eastlighthomes.co.uk/>.

- Please log in or create an account. If you're unable to do this, then speak to us by contacting our Customer Services Team on **0330 128 0330**, or by emailing our Recruitment Team on recruitment@eastlighthomes.co.uk.
- Please complete **either** a personal statement of around 500 words **or** a five-minute video telling us which role you are interested in, why you are interested and the skills and experience you bring to the role. Please remember you don't have to have all experience - but tell us why you'd be the perfect fit!
- If you'd like to apply in a different way than what's available or need more support, please contact us.
- If you have commitments during the interview dates, then please tell us. We'll look for alternative interview dates, where possible.

Contact Us

For a confidential discussion about the position, please contact our Recruitment Team on recruitment@eastlighthomes.co.uk

Alternatively, please contact Governance@eastlighthomes.co.uk for any other general queries.



Eastlight resident, Martin

Eastlight Community Homes

Eastlight House, Charter Way
Braintree
Essex
CM77 8FG

0330 128 0330

www.eastlighthomes.co.uk

[customer.services@
eastlighthomes.co.uk](mailto:customer.services@eastlighthomes.co.uk)

 [eastlighthomes](https://www.facebook.com/eastlighthomes)

 [eastlighthomes](https://www.instagram.com/eastlighthomes)

 [@eastlighthomes](https://twitter.com/eastlighthomes)

 [eastlight-community-homes-](https://www.linkedin.com/company/eastlight-community-homes-)

Eastlight Community Homes Limited is incorporated as a Registered Society under the Co-operative and Community Benefit Societies Act 2014. Registered no. 30124R. Eastlight is also registered with the Regulator of Social Housing in England (RSH), in accordance with the Housing and Regeneration Act 2008. Registered no. L4499.



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