



Leasehold Advisory Service (LEASE) Board Members

Information Pack for Candidates

Closing date: **Closing Date: 11.00pm on 7 November 2023**





Contents

| Section | Page no. |
|---|-----------------|
| Welcome to the Leasehold Advisory Service (LEASE) | 3 |
| About LEASE | 4 |
| About the Board | 5 |
| Role Description and Key Responsibilities | 6 |
| Selection Criteria | 7 |
| Outline Terms and Conditions | 8 |
| How to Apply | 9 |
| Assessment Process: Overview | 10 |
| Assessment Process: Indicative Timeline | 11 |
| Diversity and Equal Opportunities | 12 |
| Further Information | 13 |
| GDPR | 14 |
| Seven Principles of Public Life | 15 |



Department for Levelling Up,
Housing & Communities

Welcome



The Rt Hon Michael Gove MP

Secretary of State for
Levelling Up, Housing
and Communities and
Minister for
Intergovernmental
Relations

Dear Candidate,

Thank you for your interest in joining the Board of the Leasehold Advisory Service (LEASE) – the Department’s free information and advice service for leaseholders and park home owners.

I am seeking to appoint members who can support the incoming Chair in scrutinising the day-to-day work of LEASE against the department’s objectives for the organisation, whilst also overseeing the next phase of the organisation's transformation into a modern, digitally-enabled service that also highlights the issues that leaseholders and park home owners face.

The challenge is clear: leaseholders and park home owners face unparalleled complexity and a lack of control or power over their homes. Freeholders also typically have more information and greater legal firepower such that the odds are stacked against consumers. That is why Government funds a free service for consumers through LEASE, which helps thousands of people each year. LEASE exists exclusively to help those leaseholders and park home owners by providing free information and advice; whether that’s to know their rights, or understand and challenge a complex bill.

As a member of the Board, you will be accountable to Ministers for LEASE’s performance, stewardship of public funds and how you manage the Board and Executive Team to deliver their priorities. You will be joining the Non-Executive team at a vital time, with a new Chair joining to deliver a clear mission that I have set - transforming LEASE so it is a more impactful, customer friendly and cost-effective operation that can use its position and voice to highlight the issues leaseholders and park home owners face. This important reforming mission requires speed so that LEASE is ready to help leaseholders harness the opportunities resulting from Government’s planned once in a generation legislative reforms. In light of this, you can expect a high level of interest from all stakeholders in leasehold, and rising demand from consumers for LEASE’s existing services.

You and the Board will be expected to manage that rising demand; reform LEASE’s operations; and work with others outside of LEASE on behalf of leaseholders and park home owners to deliver the objectives LEASE is set by Ministers. We hope to receive applications from a diverse range of individuals. A strong drive to improve the situation of leaseholders is essential, and we would welcome candidates from ethnic minority backgrounds. Full details of the roles and responsibilities are set out in this document and further information about LEASE can be found on its website.

Thank you for considering bringing your skills and energy to these important roles.

The Leasehold Advisory Service (LEASE)

LEASE is an Executive Non-Departmental Public Body funded by DLUHC to provide free information and advice to leaseholders and park home owners in England and Wales, including on building safety issues. It currently aims to:

- improve general knowledge and understanding of the practical implications of being a leaseholder or park home owner;
- improve awareness and understanding of government actions and reforms on leasehold, commonhold, building safety and park homes;
- enable leaseholders and park home owners to make informed decisions on next steps as they embark on their journey towards an outcome; and
- support improved outcomes for leaseholders and park home owners who are facing an issue.

These objectives are delivered through LEASE's comprehensive range of online information and resources and its enquiry service which allows customers to receive advice by email or a fifteen-minute telephone call. LEASE's current operating budget is c.£1.9m p.a and it has around 25 staff, mainly trained legal advisers who work alongside support staff.

Further information on LEASE can be found through its website: <https://www.lease-advice.org>



About the Board

The Board comprises of a Chair and members appointed by the Secretary of State for the Department for Levelling Up, Housing and Communities. A campaign is underway to appoint a new permanent chair for LEASE and these Board roles will provide LEASE with a Non-Executive Team needed to provide effective governance, performance scrutiny and leadership. We are looking for a minimum of three Board members (and potentially a fourth member) with the range of skills outlined in this pack and for one of these to be a candidate who can Chair the Audit and Assurance Committee.

Information about the current Board can be found here: <https://www.lease-advice.org/about-us/lease-board/>

Both the Chair and the Board members are expected to abide by the Nolan values of public office and Cabinet Office's [Code of Practice on Corporate Governance in Central Government departments](#) throughout their terms.

Role Description and Key Responsibilities

Board members will be expected to:

- scrutinise LEASE's performance in meeting agreed goals and objectives and take action to improve outcomes where necessary.
- hold the Executive team to account for the effective and efficient delivery of the annual business plan and for the day-to-day management, delivery and performance of LEASE.
- ensure LEASE has the capacity and capabilities to deliver its objectives and take forward transformation.
- ensure that the Board operates within the limits of its statutory authority and in accordance with the authority delegated from its sponsoring Department and with guidance issued by it.
- ensure that effective arrangements are in place to provide assurance on risk management, governance, and internal control, and demonstrate high standards of corporate governance at all times.
- act as a champion for the work and role of LEASE and leaseholders and park home owner issues.
- work effectively with a wide range of stakeholders and with consumers, using these skills to understand and champion issues.
- provide knowledge and independent advice according to individual areas of expertise, based on their wider experience in other organisations.
- contribute to specific aspects of work, including reviews of the organisational structure and oversight of the implementation of major strategic programmes as required.

LEASE Board Members Selection Criteria

We are recruiting for at least 3, and up to 4, NED Board Members. All candidates must demonstrate, in their CV and supporting letter, how they meet the selection criteria for the roles, through their knowledge, skills and experience.

Essential Criteria:

1. Experience of operating in a senior leadership or Board role.
2. The ability to work effectively with others to challenge, support and hold an organisation and the Executive team to account for performance and delivery of strategic aims and delivery objectives
3. Experience of shaping and championing good governance and approaches to risk.
4. Excellent communication, engagement and interpersonal skills with the ability to use these to contribute to collective decision-making processes and to engage effectively with staff members and stakeholders.
5. Demonstrable skills in working with government or senior stakeholders to win the confidence of consumers and articulating their issues, meaning you will be able to have a material impact in highlighting the challenges leaseholders and park home owners face

In addition to the above, we are looking for:

- one individual who can serve as Chair of the Audit and Risk Assurance Committee (ARAC) and therefore can demonstrate experience of sound financial risk and performance management by using performance information to scrutinise and approve the allocation of resources to achieve planned outcomes;
- one or more individuals with detailed knowledge of the housing (and ideally leasehold and park homes sectors), with the networks and sector credibility to support strong stakeholder liaison and act as an effective Board level consumer champion and oversee LEASE's work in highlighting leaseholder and park home issues; and
- one individual who can provide support and oversight at Board level of the transformation of LEASE's information and advice services can therefore demonstrate extensive experience of managing change programmes (and particularly digital change programmes), including ensuring that high quality customer services are developed and delivered at pace and in a manner which drives value for money.

Please state which of these roles you are applying for at the beginning of your supporting letter.

Outline Terms and Conditions

Remuneration:

For the ARAC Chair role - £360 per day;

For the Housing role - £360 per day; and

For the Digital role - £500 per day.

This remuneration is treated as employment income and will be subject to tax and National Insurance contributions, both of which will be deducted at source under PAYE before you are paid.

Time Commitment: Your time commitment is expected to be a minimum of two days per month.

Term: Appointments are made by Ministers for a period of up to four years.

Location: LEASE is currently a remote working organisation. Some travel will be required for face-to-face meetings with the Department, Ministers or stakeholders (most likely held at 2 Marsham Street SW1P 4DF).

Expenses and Subsistence:

Reasonable travel and subsistence expenses incurred on LEASE business will be reimbursed in accordance with LEASE policies.

Conduct:

Members will be expected to act in accordance with:

- The principles set out in the Cabinet Office's [Code of Conduct for Board Members of Public Bodies](#). The Code sets out, clearly and openly, the standards expected from those who serve on the boards of UK public bodies and will form part of individual members' terms and conditions of appointment;
- The [Seven Principles of Public Life](#)

Nationality:

You must have a right to work in the UK, there must be no employment restrictions, or limit on your permitted stay in the UK.

Annual Performance Review and Reappointment:

Annual performance reviews are expected to be undertaken. Reappointments are not automatic and will only be considered subject to satisfactory performance reviews.

How to Apply

The new Public Appointment website is open for this vacancy and candidates will need to apply for this role using the [Public Appointments website](#):

To apply you will need to [create an account](#) or [sign in](#).

Once you are logged into your account, click on 'apply for this role' and follow the on-screen instructions. To apply, all candidates are required to provide:

- 1. Curriculum Vitae** (*maximum 2 pages*). Include your education, professional qualifications and full employment history.
- 2. Supporting Statement** (*maximum 2 pages*). Please state which of the three roles you are applying for at the start of your supporting statement. Please also tailor the statement setting out your suitability for the role and how you meet the Selection Criteria including the criteria specific to the role that you are applying for. We suggest you use specific examples to demonstrate how you meet the Criteria. If you can offer the experience in more than one of the areas referenced above, please clearly reference and example those Criteria in a single supporting statement.
- 3. Equality Information** The information you provide will not be used as part of the selection process and will not be seen by the interview panel.
- 4. Information relating to any outside interests or reputational issues** You should declare any potential issues including conflicts of interest (perceived, potential or actual), this includes your personal or professional history that could, if you were appointed, be misconstrued, cause embarrassment to LEASE, DLUHC or HM Government, or cause public confidence in the appointment to be jeopardised. The Panel will explore your declarations during the interview process. Failure to disclose such information could result in an appointment either not being made or being terminated.

Candidates should note that 'due diligence' will be carried out as part of the assessment process if you are called to interview and will be shared with the Panel and Ministers, this will include searches on social media, blogs and/or other publicly available information. Diversity data will be treated in confidence and is used for data gathering information only and will not affect your application.

We will ask you to check and confirm your personal details to ensure your application is accurate.

You will have the opportunity to make a reasonable adjustment request or apply under the disability confident scheme before you submit your application.

Assessment Process: Overview

Public appointments are made on the basis of merit, in accordance with the Cabinet Office Governance Code on Public Appointments. The decision on who to appoint is made by Ministers, who receive advice from the Advisory Assessment Panel on the suitability of candidates against the published selection criteria. Applicants may also be asked to speak with users of the service as part of the process.

The timeline provided is indicative and could be subject to change. If you are unable to meet these timeframes, please let us know by contacting PublicAppointments@levellingup.gov.uk.

The Advisory Assessment Panel will be:

- Caroline Crowther/Charlotte Spencer (Job share), Directors of Leasehold & Private Rented Sector, DLUHC - Panel Chair
- Martin Boyd - Chair of LEASE
- Lord Ian Austin – Independent Panel Member

Due to the high volume of applications we receive, we only provide feedback to candidates who reach the interview stage and will only be provided once the campaign has concluded.

Assessment Process: Indicative Timeline

The timeline provided is indicative and could be subject to change, potentially at short notice. If you are unable to meet these timeframes, please let us know by contacting PublicAppointments@levellingup.gov.uk.



Closing date: 7 November 2023



Shortlisting: 1 December 2023



Panel interviews: January 2024 (TBC). Interviews may be conducted at the DLUHC offices at 2 Marsham Street, London SW1P 4DF or remotely via Teams conferencing.

Copies of passports will need to be provided prior to interview in order to check candidates' identity. Should face to face interviews resume, please let us know if you have any accessibility issues.



The Minister may choose to meet with these candidates before making a decision.
Provisional start date: February 2024 (TBC)

Please note: The time taken between interview and a final appointment decision being made can sometimes take a number of weeks. Candidates who have been interviewed will be kept informed of progress.

Diversity and Equal Opportunities

DLUHC is committed to the principle of Public Appointments on merit with independent assessment, openness and fairness of the process and providing equal opportunities. Applications are welcome from all, we particularly encourage applications from women, people from ethnic background, people with disabilities and other under-represented groups.

We are interested in receiving applications from those based across the UK, LEASE is currently a remote working organisation but some travel may be required for face to face meetings (with the majority likely to be held in London).

If you believe you have the experience and qualities we are seeking, we look forward to receiving your application.

Disability Confident

As a Disability Confident employer, we will ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. By 'minimum criteria,' we mean that you must provide evidence in your application, which demonstrates that you meet the level of competence required under each of the essential criteria. If you wish to apply under this scheme, please complete the declaration in the on-line application form. It is not necessary to state your disability.

Reasonable Adjustments

If you would like a confidential discussion regarding any reasonable adjustments during the process, please indicate this in the email covering your application or contact PublicAppointments@levellingup.gov.uk. You do not need to apply under the Disability Confident Scheme to ask for a reasonable adjustment.

Further Information

Contact: For further information about the roles or application process please contact PublicAppointments@levellingup.gov.uk. Please include 'LEASE Board Member' as the subject line in your email.

We aim to process all applications as quickly as possible and to treat all applicants with courtesy. If you have any complaints about the way your application has been handled, please contact PublicAppointments@levellingup.gov.uk.

Complaints: If you feel this competition has not been conducted fairly and you wish to make a complaint, you should initially contact the Public Appointments Team at PublicAppointments@levellingup.gov.uk.

If after investigation by the Department you remain dissatisfied, you may take your complaint to the Commissioner for Public Appointments at publicappointments@csc.gov.uk. Details on how to make a complaint can be found on the Commissioner's website at: <https://publicappointmentscommissioner.independent.gov.uk/regulating-appointments/investigating-complaints/>

GDPR

We will process your application in accordance with the General Data Protection Regulations and Data Protection Act 2018. Your data will be held securely and processed for the purpose of the recruitment process. Access will be restricted to those dealing with your application or involved in the recruitment process, this will include Ministers and Special Advisers.

Data may also be shared with Cabinet Office, in order to comply with the Public Appointments Governance Code, article 3.1 of the Public Appointments Order in Council 2019. Data may also be shared with Cabinet Office and The Commissioner for Public Appointments in order to meet the public equality duty as set out in the Equality Act, s149. The Commissioner may also request access as part of a complaint investigation or review of the recruitment process.

Your data will be stored for 2 years, if appointed your data will be stored for the duration of your tenure and may be shared with the organisation that you are appointed too, unless specifically requested otherwise. Should you wish your data to be removed from our records, please contact PublicAppointments@levellingup.gov.uk.

Complaints:

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner who can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

0303 123 1113 email: casework@ico.org.uk.

The data controller for Public Appointments is joint between DLUHC, OCPA and the Cabinet Office

Seven Principles of Public Life

In 1995 the Committee on Standards in Public Life defined seven principles which should underpin all who serve the public. It is important that members of public bodies maintain the confidence of Parliament and the public. Consistent with the Governance Code, applicants will be assessed on merit, and all candidates will need to uphold the standards of conduct set out in these principles that will be tested during the selection process. Failure to disclose such information could result in an appointment either not being made or being terminated. Should you wish to speak to someone concerning a potential conflict of interest or other issues please contact a member of the Public Appointments team at PublicAppointments@levellingup.gov.uk in the first instance.

Selflessness Holders of public office should act solely in terms of the public interest.

Integrity Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other benefits for themselves, their family or their friends. They must declare and resolve any interests and relationships

Objectivity Holders of public office must act and take decisions impartially, fairly and on merit, using best evidence and without discrimination or bias.

Accountability Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

Openness Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for doing so.

Honesty Holders of public office should be truthful.

Leadership Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.