

**Role Profile for:**



West Wales **Care & Repair**  
Gofal a Thrsio Gorllewin Cymru

# Board Member

<b>Employee Ref</b>	<b>  BM</b>
<b>Leadership Group</b>	<b>  G</b>
<b>Role Profile Ref</b>	<b>  115</b>
<b>Joining Date</b>	<b> </b>
<b>Last Updated</b>	<b>  8/04/2024</b>

## VISION

Welcome to your role profile. Our Role Profiles connect us all with our shared group Vision.



Our Shared purpose is to always deliver ...

### > #1 | Creating better living solutions,

Through the adoption of a DNA that focuses on ...

### > #2 | Trust | Togetherness | Empowerment.

We all have a role to play in realising our 3 strategic aims,

### > #3 | To improve customer service | Serve more people | Increase business effectiveness.

The design and delivery of our services will always focus on,

### > #4 | The right customer outcomes as effectively as we can.

We all have a responsibility to support our Assurance Framework by managing our,

### > #5 | Risks | Controls | Tests

and we must always seek to listen, understand and learn as ...

### > #6 | Improvement is the day job

The Vision and its supporting documents form part of this role profile.

## 1 | ROLE DETAILS

The headline details for this role:

The key role details are as follows:	
<b>Name</b>	
<b>Title</b>	Board Member
<b>Employer</b>	WWCR – part of the ateb Group Limited
<b>Level</b>	Leadership Group G
<b>Directorate</b>	Board

The role line responsibilities are:
n/a

## 2 | SERVICE AREAS

The service areas set the customer outcomes we are collectively working to achieve. This role will primarily contribute to the successful outcome of the following service areas but will obviously support all areas as required. See #4 Deliver for full details.

This role has the following key responsibilities towards the achievement of all West Wales Care and Repair service area outcomes	
1	To ensure that WWCR is delivering the right service outcomes, efficiently with great customer experience.
2	To discharge the governance obligations to the Board in accordance with the rules of the Group, our code of governance and Welsh Government requirements. Help to develop the governance systems and relationships with the Board and those interacting with the Board.

## 3 | CORPORATE RESPONSIBILITIES

This role has the following group wide responsibilities:

Service Area	Customer Outcome	Responsibility
<b>SA/16 – Board Management</b>	Governance meets the required regulatory requirements	To discharge the governance obligations of the Board in accordance with the rules, our code of governance and Welsh Government requirements. Help to develop the governance systems and relationships with the Board and those interacting with the Board.
<b>SA/17 – Strategy</b>	Clarity on how we will maximise our purpose	Work with Customers, EMT and wider Group to set the purpose and strategic direction/priorities of WWCR, having taken into account the opportunities and risks of the operating environment over the long term
<b>SA/18 – Assurance Management</b>	To be assured we are always compliant and doing the right things	Set, monitor, and challenge a risk management framework that gives assurance to all that the decision making of WWCR and the wider Group protects its various vested interests
<b>SA/19 – H&amp;S</b>	We meet our legislative and regulatory H&S requirements	Take personal responsibility to ensure that WWCR abides by the relevant legislation, set, and monitor WWCR's H&S systems and test that common sense prevails so that I, the public, the team, customers and partners are safe and secure at all times.
<b>SA/20 – PR, Marketing &amp; Communications</b>	Positive growth of our brand. The right messages to the right audience at the right time	Promote our work with various audiences that support our Purpose, DNA and our strategic aims. Make sure that board is open and transparent to all. Make sure decision are clear and concise and effectively communicated.

<b>SA/22 – Performance &amp; Data management</b>	We know where we need to improve, where we are not compliant and where we are at risk	Always seek to understand whether we are achieving our required outcomes, efficiently and with great customer experience and propose improvement and growth through the Strategic Planning and Board monitoring processes.
<b>SA/23 – Procurement &amp; Supplier Management</b>	To ensure we compliantly deliver Value for Money services	Make sure WWCR abides by the procurement rules and systems applicable to the group. Make sure that any procurement required achieves the right outcomes.

## 4 | PERSONAL

This role will require the following personal attributes, qualifications, skills and experience etc.

Attribute	Requirements
<b>Technical Competency</b>	This is what we would like you to have, but we are happy to hear how you feel your experience, skills and knowledge meet the role requirements. Experience and knowledge of some of the following key areas of responsibility: Strategic planning, health and social care, older persons support services and funding, community development, leading third sector or public sector organisations, business development, customer service.
<b>Decision making</b>	Assess and make effect strategic, risk and performance-based decisions that impact WWCR and its customers; the right governance decisions with a Board of Management and Executive Management Team that promotes assurance amongst others.
<b>People management</b>	Be able to delegate, support and inspire, motivate the Executive Management Team and other colleagues across the organisation. Promoting the right environment for effective people management. Able to initiate change across a large diverse team and show leadership style in all interactions.
<b>Team working</b>	Need to create the right environment for teamwork to thrive both internally and externally. Be able to lead and participate in teams effectively.
<b>Financial control</b>	Set, monitor, and review financial arrangements, proposals, and strategies across the Group.
<b>Organisational skills</b>	Organise oneself and others in team working environments.
<b>Innovation</b>	Cultivate innovation by empowering WWCR to improve what we do through safe experiment and empowerment.
<b>Customer service</b>	Provide a great customer experience both internally and externally. Demonstrate the important of customer service to team and colleagues by always putting the customer first.
<b>Project / process management</b>	Act as a sponsor to project management, improvement project to ensure the desired strategic outcomes are achieved. Able to assess and promote change/transformation.
<b>Enthusiasm</b>	Self-starter bringing personal drive and positive attitude to help all find solutions to problems. Be able to promote our DNA at all times.
<b>Technology Competency</b>	Confidently use ICT systems.
<b>Comms / PR / Marketing</b>	Use all forms of communication (verbal, physical, written) to effectively articulate Governance decision making. Ability to speak Welsh would be great.

## 5 | TERMS & CONDITIONS SUMMARY

Full details of the terms and conditions for this role can be found in your Statement of Terms and Conditions. In return for undertaking the above role, Ateb will provide:

Term/Condition	Detail	Additional comments
<b>Fees</b>	N/A	Voluntary position
<b>Expenses</b>	Yes	45p/mile. Travel, parking and any accommodation/subsistence costs are reimbursed to levels set in WWCR's Financial Regulations.
<b>Hours</b>	Min 46 hours per year	WWCR holds 4 formal Board meetings a year (average 4 hours prep time and 2 hours meeting), 1 group away day (average 6 hours), an AGM (average 6 hours).  Annual Appraisal (average 2 hours)  The role will require completion of corporate training. (Average 8 hours per annum. May vary year-year)
<b>Location of Meetings</b>	Remote working	A flexible meeting system is in operation. We hold virtual, hybrid and in person meetings.  Most of our meetings are held virtually. You will be required to meet in person on occasions and these meetings take place in locations within Pembrokeshire.
<b>Learning &amp; Development</b>	Yes	The Group will develop a plan of training with the Board Member as well as delivering group training opportunities

## 6 | WE AGREE THE ABOVE REPRESENTS MY ROLE WITHIN WEST WALES CARE AND REPAIR

Parties	Signature	Date
<b>Board - Chair</b>		

### The small print:

@ Recruitment: We will seek evidence/examples through the application, interview and/or assessment centre process that you have the required skills, experiences, characteristics, and attributes to succeed in this role. You will demonstrate this through a range of approaches e.g. qualifications, examples of experience, psychometric testing, evidence of training etc.

@ Induction: We will establish the key areas of support and/or any learning & development you will need to get you up and running

@ 1 to 1 reviews: We will discuss how you feel you are doing in delivering and developing your role and identify what improvements you want to achieve and what support you may need.

@ Please refer to our Vision and related documents for more details regarding this role profile and your responsibilities.