



Changing lives every day

Non-Executive Director

Salary £15,000

2 – 3 days per month

CLOSING DATE: 29th March 2021

Auriga Services Ltd

Emmanuel Court, 12-14 Mill Street

Sutton Coldfield, B72 1TJ

www.aurigaservices.co.uk

Registered in England. Company number 5093179

Background

Auriga Services Limited (Auriga) is a dynamic, fast growing public benefit entity, wholly owned by Severn Trent Water Charitable Trust Fund (STTF).

Auriga acts both as a supplier to the Trust by managing its grant programme to customers of Severn Trent Water, and as administrators to STTF.

With a track record spanning 23 years, Auriga provides outstanding service through the application of the skills and experience of our team. We manage combined annual funds of over £15 million helping people alleviate their debt and realise income and benefits that make a real difference to the quality of their lives. Our mission is ‘changing lives everyday’, and our vision is to “create three million healthy homes by 2030”.

We achieve this through the administration of charitable trust funds, income realisation, debt & money advice and administration of schemes to help people experiencing financial vulnerability. Our clients are principally water and energy utilities, local authorities and charities.

Auriga has over 80 staff, based in Sutton Coldfield, and our team is passionate about the 1,700 people we help each day.

The Auriga Board of Directors comprises three Non-Executive Directors and three Executive Directors. With the forthcoming retirement of a Non-Executive Director in 2021, we are seeking to recruit a Non-Executive Director to complement the existing skills of the Board.

Job purpose

As a Non-Executive Director, your principal role will be to protect the interest of the Shareholder, Severn Trent Water Charitable Trust Fund (STTF) by providing robust governance of its trading subsidiary, Auriga Services Ltd.

STTF’s Charitable Object is:

The relief of those persons who are in condition of need poverty and hardship or other distress and are unable to meet or pay charges for the supply of water and/or sewage services provided to the premises used or occupied by them by the settlor as water and/or sewerage undertaker appointed pursuant to the water industry act 1991 (or any statutory modification of amendment to that act) as such times and in such manner as the trustees think fit.

The trustees have set out their Guiding Principles for Auriga which are fully integrated within Auriga’s Strategic Business Plan.

Specialist skill desired

In order to achieve the appropriate balance the Board is seeking to find non-executive(s) with the following specialist knowledge:

- ★ managing consumer vulnerability
- ★ large utilities (preferably energy)
- ★ human resources

Principal Accountabilities

The Non-Executive Director will be a member of a company's board of directors but not part of the executive team. Non-Executive Directors are accountable to Severn Trent Trust Fund as shareholder of the company.

The Non-Executive Director will provide a creative contribution to the board by providing independent oversight and constructive challenge to the executive directors. In addition, the Non-Executive Director will be expected to bring substantial business experience and independence to proceedings to assist with business strategy, successfully develop the company and make sure that the company's risks are managed effectively.

Non-Executive Directors are not expected to be involved in the day-to-day management of the organisation, but instead focused on policymaking, oversight, strategic matters and planning.

Duties and Responsibilities of a non-executive director

- ★ Providing oversight and governance of the Company on behalf of its shareholder, Severn Trent Trust Fund to fully protect their interests
- ★ Work collaboratively with the board to set the company's values and standards
- ★ Contributing to and challenging the development of the Strategic Business Plan, ensuring that the STTF Guiding Principles are appropriately embedded.
- ★ Monitoring achievement of the agreed plans and regularly reviewing performance against the agreed objectives making sure that the obligations to the shareholders are clear and that they are continually met
- ★ Ensuring that the Board of Directors conforms to the highest standards of corporate governance and makes appropriate decisions offering objective criticism and challenge
- ★ Encouraging the best use of financial and human resources
- ★ Bringing an independent perspective to the board of a company
- ★ Challenging executive directors about the decisions that they make. This includes having the strength, integrity and credibility to bring a new perspective to discussions
- ★ Scrutinising how the management team performs against organisational objectives
- ★ Determining what the appropriate remuneration is for members of the Executive Management team, including bonus and incentive arrangements
- ★ Agreeing the annual pay settlement for the company's staff and bonus payments
- ★ Advising on risk management processes for the business. This includes making sure that processes are tested and updated accordingly. to help develop a framework of reasonable and efficient controls for assessing and managing risk. A Non-Executive Director provides entrepreneurial leadership to ensure the board and shareholders that the financial controls and systems of risk management are strong and defensible.
- ★ Advising on compliance and governance procedures for the organisation and making sure they satisfy regulatory requirements
- ★ Promoting appropriate processes and procedures to deliver high standards of professional, administrative and personal behaviours across the organisation

- ★ Reviewing board papers and proposals regularly and providing detailed feedback, and advice
- ★ Maintaining a regular dialogue with the executive team to offer advice and guidance.
- ★ Responding to ad hoc requests for support
- ★ Regular meetings with the Chair at Auriga to discuss priorities, progress and the allocation of tasks among Non-Executive Directors

Additional duties for the Non-Executive Chair of the Board

The non-executive Chair of the Board role is likely to become vacant over the next 2-3 years. The chair will be an existing non-executive director.

The Chair's duties are likely to be 1 day per month over and above a non-executive director.

- ★ Providing collaborative leadership to the board
- ★ Taking responsibility for the board's composition and development
- ★ Ensuring proper information is being provided to the board
- ★ Planning and conducting board meetings effectively
- ★ Agree Auriga Board meeting agendas with the Chief Executive Officer
- ★ Getting all directors involved in the board's work
- ★ Ensuring the board focuses on its key tasks
- ★ Engaging the board in assessing and improving its performance
- ★ Overseeing the induction and development of directors
- ★ Board evaluation, including individual appraisals of Chief Executive Officer and Non-Executive Directors
- ★ Setting objectives, reviewing performance and providing support for the Chief Executive Officer (CEO)
- ★ Reviewing the CEO's recommendations of objectives and assessment of performance of other Executive Directors
- ★ Mentor and monitor performance of the Chief Executive
- ★ Ensure excellent communications with STTF Trustees, by informal and formal communication with the STTF Chair and Trustees, attendance at Trustee meetings, and otherwise as required
Coordinating the activities and support provided by the Non-Executive Directors
- ★ Represent the company to outside organisations as required
- ★ Review and sign off Auriga Board meeting minutes
- ★ Chair to be appraised on an annual basis by the Chair of STTF

Skills and Qualifications

- ★ Proven experience in a strategic management role
- ★ Previous experience at a senior level, preferably as a director of a company or Board level, that has achieved a sustained level of growth
- ★ An understanding of consumer vulnerability and/or social deprivation; or an understanding of the utility marketplace
- ★ The ability to motivate members of the executive team and the company workforce; collaborative leadership style
- ★ In-depth knowledge of governance and risk management
- ★ The ability to engage in a constructive manner with executives and make challenges, add value, and suggest alternative strategies and approaches when appropriate
- ★ Highly developed written and verbal communication skills
- ★ Experience of chairing boards or business committees
- ★ Excellent demonstrable commercial business understanding

Personal attributes and qualities

- ★ Selflessness (ability to invest the appropriate time, energy and diligence to the role)
- ★ Integrity (high ethical standards)
- ★ Objectivity (sound judgement)
- ★ Accountability (ability to assimilate, assess and analyse information)
- ★ Openness (transparent, diplomatic, able to deal with conflict, hold difficult conversations, team working/facilitation skills)
- ★ Honesty (to lead by example, respecting confidentiality and acting in a transparent manner)
- ★ Leadership (and self awareness, ability to gain respect, attention and confidence, business acumen, tenacity and drive to succeed, embrace change and innovation).

Expectation

The normal time expectation for an Auriga Non-Executive Director is 2-3 days per month (the Chair role 3-4 days per month). This is expected to include:

- ★ At least 10 formal board meetings of around 3 to 4 hours, plus preparation time ahead of the Board meeting including reading papers
- ★ Ad-hoc meetings / video conferences
- ★ Consideration for Matters Reserved for Auriga Board between meetings
- ★ Representation of Auriga Board at STTF Board meeting as required, and/or committees including (quarterly Auriga / Trust Fund Audit & Risk Management Committee meetings)
- ★ The expectation of the Chair is an additional day per month for time with trustees or Auriga Executive Management Team.
- ★ The term of office for a Non-Executive Director is three (3) years. A Non-Executive Directors of Auriga can be nominated for re-election, but can only serve a maximum of four (4) terms (Maximum 12 years) NEDs will be appointed and re-appointed at the AGM.

How to apply

Please write a comprehensive covering letter demonstrating the particular value that you will bring to the Board of Auriga Services. In addition, please include your CV.

Closing date: 29th March 2021

Please send your email to Mark Abrams, Chief Executive, Auriga Mabrams@aurigaservices.co.uk

If you would like to discuss the role prior to applying, please contact or Phil Lines (Non-Executive Chair) Phil.Lines@aurigaservices.co.uk or Mark Abrams (Chief Executive) as above.