London Borough of Redbridge

Non-Executive Directors (Two Posts)

Redbridge Civic Services Ltd (RCS)



Job Titles: Non-Executive Director – HR and Employee Relations;

Non-Executive Director – Legal Matters, Redbridge Civic Services Ltd (RCS)

Reporting to: Chair of RCS Board

Redbridge Civic Services Ltd (RCS)

RCS Ltd was established by the London Borough of Redbridge (LBR) in 2019 as a wholly owned Company limited by shares with the key objective of providing a high-quality recycling and waste management services to the LBR and its customers cost effectively and efficiently.

The core business of RCS Ltd is to manage the collection of recyclable and residual waste from households. The principal customers of RCS Ltd are the London Borough of Redbridge and its residents. RCS occupies a distinctive position as an independent commercial company wholly owned by the London Borough of Redbridge (LBR). It combines commercial discipline and expertise with a strong commitment to public service, delivering high-quality, cost-effective services for residents.

RCS is seeking two additional Non-Executive Directors with substantial board-level expertise and experience. One appointee is required bring significant senior-level expertise and experience in human resources and employee relations; the second must bring significant senior-level expertise and experience in legal matters. These are two distinct non-executive appointments, each with its own specialist requirements. The successful candidates will strengthen the Board's strategic oversight, independent challenge and assurance as the Company enters its next stage of development. Previous experience of acting as a non-executive director would be an advantage but is not essential for either post.

The objective of the selection process is to ensure that the Board continues to have an appropriate balance of skills, competencies and experience to provide effective leadership and strategic direction for RCS.

Roles and Responsibilities of RCS Board

The RCS Board provides strategic leadership, oversight and constructive challenge to safeguard service quality, financial sustainability and effective governance. It holds the Executive team to account for delivering high-quality, cost-effective recycling and waste collection services for Redbridge residents and customers.

- RCS Board ensures that the Company remains compliant with all legal and regulatory obligations, providing effective governance of the organisation.

- Setting and maintaining control of the business plan and being accountable to the council for its delivery
- Ensuring that the company has adequately commissioned or has recruited staff to implement the business plan.
- Establishing policy and procedures to ensure compliance with all statutory regulations and sector recycling and waste management standards
- Control and oversight of financial affairs of the company.
- Monitoring performance of the company, resident satisfaction, and improvement plans and reporting progress to the council.
- Managing risk.

- RCS board ensures that every decision made is in the best interests of the organisation and its customers, promoting the highest quality of standards and effective service delivery.

Relationship with the Council

The council's Shareholder Reference Group include RCS Ltd as one of its responsibilities and the Cabinet, advised by the Shareholder Reference Group, will influence the strategic direction of the Company through the approval of the business plan on an annual basis.

The Council as shareholder will hold the Board to account through properly defined parameters as outlined in the Business Plan. The Communities Directorate will be the commissioning body for RCS Ltd ensuring that there is a co-ordinated approach to delivery of outcomes which meet the council's objective of delivering high-quality waste management services.

About the role

Non-Executive Directors are typically required to commit one day per month, excluding time spent completing the induction training programme. For 2026/2027, the Board has agreed to hold 12 meetings, with additional meetings arranged as required. Each Board meeting typically lasts around one hour. Board members are remunerated.

Role Descriptions – Non-Executive Director: Human Resources and Employee Relations; Non-Executive Director: Legal Matters

Both Non-Executive Directors will contribute independent judgement and substantial board-level experience to the collective leadership of RCS. The HR and Employee Relations appointee will bring specialist expertise in human resources and employee relations; the Legal Matters appointee will bring specialist expertise in legal matters. Working with the Chair, fellow directors, the Executive team, the Council and key stakeholders, each will support delivery of the Company's strategic aims, strengthen governance and risk oversight, and promote excellent services for residents. Both roles provide strategic oversight and assurance, rather than day-to-day operational management.

Principal Accountabilities

Each independent Non-Executive Director will act in the best interests of RCS and contribute proactively to the Board's collective decisions, bringing substantial experience of operating at board level, sound commercial judgement and a strong commitment to public service. Both appointees will provide informed scrutiny, constructive challenge and strategic advice, with one contributing specialist expertise in HR and employee relations and the other in legal matters. The shared accountabilities below apply to both posts, alongside the specialist responsibilities identified for each. Previous non-executive director experience is desirable for both posts, but candidates with substantial relevant executive board-level experience are also encouraged to apply.

Key responsibilities include:

- Work with the Chair and fellow directors to provide strategic leadership, effective governance and independent challenge, ensuring that Board decisions support the Company's objectives and agreed business plan.
- Provide strategic counsel and constructive challenge to the Executive team, drawing on the specialist expertise required for the respective post—HR and employee relations for one appointee, and legal matters for the other—while maintaining a clear distinction between non-executive oversight and executive responsibility.
- Bring independence, external skills and perspectives to the development and scrutiny of strategy and future business plans, providing constructive challenge, acting as an independent sounding board for the Managing Director and testing proposals for deliverability, affordability, risk and alignment with the Company's objectives.

- Take responsibility for building and maintaining an effective Board ensuring that the performance of individual members of the Board is evaluated annually.
- Scrutinise Company performance, financial management and service delivery, holding the Managing Director and Executive team to account for meeting agreed objectives. Ensure that the Board receives adequate, timely and reliable information and monitor performance reporting. Seek assurance that effective controls, organisational capability and management succession plans are in place.
- Satisfy themselves as to the integrity of financial, service quality and other information, and seek assurance that financial and service quality controls, risk management systems and governance arrangements are robust and effectively implemented.
- Non-Executive Director – HR and Employee Relations: provide expert board-level oversight and challenge on HR strategy, employee and industrial relations, organisational development, culture, succession planning and people-related risks. Seek assurance that workforce policies, employee engagement and arrangements for managing employee relations support delivery of the business plan, without assuming operational HR responsibilities.
- Non-Executive Director – Legal Matters: provide expert board-level scrutiny of governance, contractual arrangements, legal compliance and legal risk, seeking assurance that appropriate controls and professional advice are in place. Contribute specialist legal insight and constructive challenge without replacing the Company's formal legal advice or assuming executive responsibilities.

Person Specification

Part One:

Essential Experience

- Substantial executive-level expertise and experience, gained as a director, non-executive director or in an equivalent capacity with significant responsibility for strategy, governance and decision-making.

Post-specific essential expertise: candidates must meet the specialist requirements for the post for which they are applying, in addition to the shared essential criteria.

Non-Executive Director – HR and Employee Relations: substantial senior-level expertise and experience in both human resources and employee relations, including workforce strategy, organisational development and the oversight of complex employee relations matters, with the ability to apply this expertise to board-level decisions and people-risk assurance.

Non-Executive Director – Legal Matters: substantial senior-level expertise and experience in legal matters, including governance, contractual arrangements, legal compliance and legal risk, with the ability to apply this expertise to board-level decisions and assurance.

Each appointee must demonstrate expertise in their respective specialism; candidates are not required to be experts in both HR and legal matters.

- A strong track record of shaping strategy, influencing complex decisions and providing evidence-based challenge at board level, translating specialist knowledge into clear, practical advice.
- Experience of supporting senior leadership teams to deliver organisational objectives, strengthen organisational capability and maintain a clear strategic direction.
- Strong financial and commercial understanding, with experience of scrutinising business plans, budgets, performance and risk to support sound strategic decisions and value for money.
- Experience of operating within formal governance and accountability arrangements, exercising independent judgement and contributing effectively to collective decisions.
- A proven ability to build effective relationships with a wide range of stakeholders, communicate complex matters clearly and balance commercial objectives with public service outcomes.

Desirable Experience

- For either post, previous experience of acting as a non-executive director would be an advantage, as would experience of chairing a board or committee. Prior non-executive director experience is not essential where candidates can demonstrate substantial board-level experience and the specialist expertise required for their respective post.

Part Two:

Abilities, Skills and Knowledge

- The ability to contribute to the collective leadership of RCS, maintain a clear strategic focus and apply specialist knowledge relevant to the Company's activities, such as finance, business management and strategic human resource management.

Candidates must demonstrate the specialist expertise required for their respective post—HR and employee relations, or legal matters—and apply it to the Company's priorities.

- The ability to analyse complex information, test assumptions and present clear, well-reasoned arguments, combining constructive challenge with collaborative decision-making.
- An ability to inspire the delivery of results and outcomes
- An ability to effectively operate at all levels, including working with diverse local communities.
- A sound understanding of the framework within which RCS operates, including its relationship with the Council as shareholder, and the duties and obligations these places on the Board. This includes board governance, directors' responsibilities, public sector accountability and standards of public life, and the distinction between the Board's oversight role and executive management. The ability to scrutinise expenditure and seek assurance on compliance and controls, with specialist oversight of people and employee relations risks for the HR and Employee Relations post, and legal risks for the Legal Matters post.

Personal Style and Behaviour

- A genuine interest in helping to shape the future development of RCS.
- The ability to formulate and discuss strategic matters in a boardroom environment in a coherent and structured way.
- The ability to contribute effectively and impartially to group discussions covering a wide range of subjects and involving people with different perspectives, including specialists and professionals.
- Strong leadership.
- Entrepreneurialism.
- Credibility with both public and private sectors.
- Clear strategic and creative thinker.
- Sound, independent decision-making: weighs evidence, risks and competing priorities to reach timely, well-reasoned judgements and contribute to collective Board decisions.
- Strong problem-solving skills: analyses complex issues, identifies underlying causes and evaluates practical options, offering constructive challenge and solution-focused advice while respecting the non-executive role.
- Collaborative in style & a team player, ready to work with partners across sectors to strengthen the impact of the waste management strategy.
- Demonstrates probity & integrity.
- A strong commitment to public service values and to serving the local community.
- Energetic & focused.
- A strong personal commitment to what they do and to the delivery of objectives.