

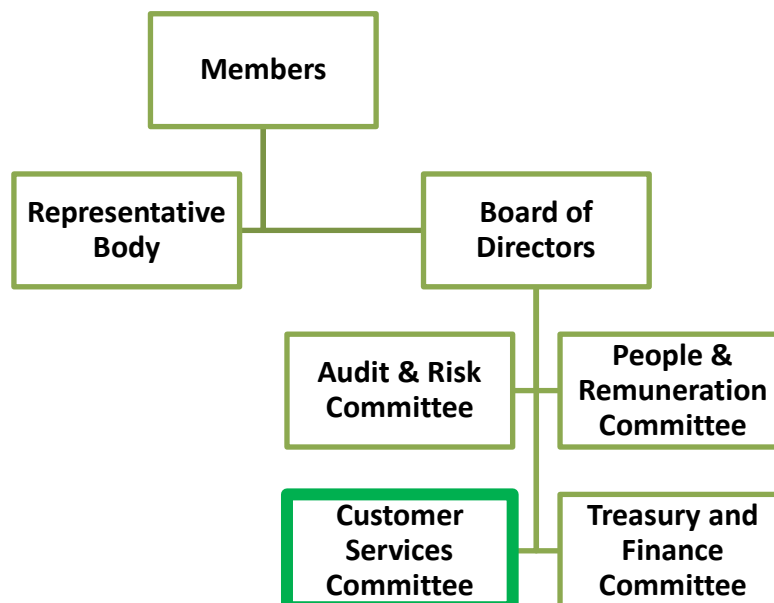
# Role Profile: Customer Member, Customer Services Committee



- Service:** Independent Committee Member, in line with Service Agreement
- Role Purpose & Outcomes:**
- To support the Board of Directors in its responsibilities for providing high-quality services to meet the needs of RBH’s diverse customer base; scrutinising and monitoring of customer and property facing performance indicators; and ensuring compliance with the Regulator of Social Housing’s Consumer Standards and Housing Ombudsman Complaints Code (and others as relevant).
  - The Committee’s remit encompasses all customer facing operations including customer experience, neighbourhood management, independence services and property and maintenance and management.
- Time Commitment:**
- The number of hours will fluctuate depending on business activities*
- At least 4 meetings a year with associated meeting preparation.
  - Occasional attendance at Board of Director meetings.
  - Occasional visits to RBH events and sites.
  - Some email correspondence likely to be required from time to time, especially as part of the on-boarding process.
- Special requirements:**
- Responsible for own transport arrangements to RBH events – reasonable expenses will be paid in line with the Expenses Policy.
- Workflow & Project Information:**
- Generally 60% based in meetings, with 5% of time out on visits and 35% on report reading and correspondence with Committee Members.

**How this post fits within the team:**

RBH Governance Structure



## Main areas of work of the Committee:

- Responsibilities:**
- Review and recommend to the Board all customer facing strategies.
  - Ensure that tenants/customers have a voice in the development of customer and property service related strategies, policies and standards.
  - Agree and monitor the delivery of service standards.
  - Review and, where delegated by Board, approve customer facing policies.
  - Scrutinise the adequacy of the performance of the Repairs and Maintenance Services including in relation to damp and mould.
  - Review external reports such as STAR or benchmarking reports to ensure optimum performance.
  - Obtain assurance that service delivery meets the different needs of RBH's diverse tenant base, including in relation to the nine equality strands and those with additional support needs.
  - Monitor performance to the RSH's Tenant Satisfaction Measures (TSM's).
  - Regularly review customer feedback on service delivery, including complaints to ensure that lessons are learned, and improvements are made to systems and processes.
  - Review and monitor Housing Ombudsman determinations, ensuring lessons are learnt and changes embedded.
  - Monitor the implementation of the equality and diversity strategy, as it relates to service delivery and customer engagement.
  - Receive reports detailing how RBH has discharged its duties relating safeguarding children and adults at risk and provide assurance to the Board.
  - Monitor performance relating to the management of ASB cases.
  - Receive and review feedback from tenant facing scrutiny groups.
  - Review and ensure compliance with the RSH Consumer Standards.
  - Monitor the implementation of the stock investment programme, including disposals and acquisitions, major repairs, renovation and modernisation.
  - Review and monitor lettings and void performance management.
  - Scrutinise compliance assessments against the RSH Consumer Standards.
- Values and Culture**
- Upholding the Culture and Values of RBH
  - Ensuring that the Committee promotes equality and diversity for all its tenants.
  - Ensuring RBH meets its commitments to tenants and customers.
- Relationships**
- Building and maintaining effective relationships with Committee Members, relevant employees, tenants, and customers.
- Committee Activities**
- Participating fully in the work of the Committee.
  - Attending other ad hoc meetings of the Committee as required.
  - Working co-operatively with other Committee Members.
  - Participating in any induction, training and evaluation identified as an individual and as part of the Committee.
  - Undergoing an individual and committee performance appraisal, and attending any additional training highlighted as a result of the evaluation process.
  - Uphold the highest standards of integrity and probity, adhering to the Board Code of Conduct.
  - Safeguarding the good name and reputation of RBH.

## Person Specification:

- Personal Attributes:**
- Passionate about inspiring communities which enhance the lives of people who live and work in them and being a positive role model within these communities;
  - Ability to scrutinise and challenge the information provided;
  - Honesty and integrity;
  - Leaves personal interests 'at the door', works for the good of all tenants/customers;
  - Able and willing to work as part of a team;
  - Creative thinking and bringing forward ideas and focussing on solutions;
  - Willing and able to prepare for and attend meetings, training sessions and other events by preparing, attending, challenging and questioning;
  - Have respect for others and be committed to equality and diversity;
  - Respects and demonstrates confidentiality of information;
  - Shares the vision, values and commitments of the mutual
  - Builds relationships and works co-operatively with Committee Members, employees and the Board.

- Skills, Knowledge and Experience**
- All members of the Committee will need to be able to process and understand large quantities of data and provide supportive challenge to the officers and executive of RBH.
  - An understanding of the challenges faced by housing providers and experience of delivering change and improvement would be beneficial.
  - The commitment to the values and principles of RBH will ensure the good governance of the Society for the people we employ and the wider communities within the borough of Rochdale.

### Essential

- Experience of report reading and scrutiny (NB: RBH meeting packs can be up to 200 pages).
- Experience of scrutinising performance data.
- An understanding of the challenges facing RBH and the communities we serve.
- The ability to demonstrate understanding of and commitment to the Society and the services it provides for our communities.
- Ability to work with consistency, integrity, accountability and demonstrating this by being positive and professional at all times.
- Commitment to continuous service improvement at RBH.

### Desirable

- Experience of service improvement.