

**Role Profile: Customer Scrutiny Panel member**

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| **Key tasks** |

Customer Scrutiny Panel members, as part of a team, will:

**Shape our housing, community and other related services**

* Ensure appropriate action is being taken as a result of strategic customer consultation making recommendations to appropriate body (it will depend on the specific consultation as to whether lead will be Customer Boards or Customer Scrutiny Panel).
* Be involved in consultation activities (other activities that members may be involved in).

**Monitor our housing, community and other related services**

* Monitor against standards to ensure that they are achieved, and agree remedial action.
* Monitor improvement plans against delivery (it will depend on the source of improvement plan whether the lead will be Customer Boards or Customer Scrutiny Panel).

**Review our housing, community and other related services**

* Prioritise service improvement activities to be completed through annual review of service statements.
* Commission specific scrutiny exercises, eg. mystery shoppers, tenant inspectors.
* Review feedback from scrutiny exercises and make recommendations for future improvements to relevant service area.

**Scrutinise the service**

* Scrutinise access and customer care service standards
* Develop an annual scrutiny plan based on Customer Board insight and other relevant data sets.
* Scrutinise outcomes arising from strategic consultations making recommendations to Aster Communities and Synergy Boards.
* Scrutinise expenditure against budgets to ensure value for money.
* Control of delegated scrutiny budgets.
* Scrutinise learning/outcomes from complaints.



**Person specification**

**Post title: Customer Scrutiny Panel member**

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| **Criteria** | **Details** | **Essential** | **Desirable** |
| Time commitment  | Attendance to a minimum of four meetings per year Attending training courses Preparing for meetings, enabling full participation |  |  |
| Experience and knowledge  | Commitment to excellent customer and housing service and how to apply it in the best interests of the current and future customers, leaseholders and shared owners. Understanding of value for moneyUnderstanding of performance informationFinancial awareness Understanding of co-regulation |  | 🗸 |
| Abilities and skills  | Ability to understand what is important to customersAbility to remain objective Ability to work as part of a team The willingness to understand and analyse reports and information Be computer literate  |  🗸 |  |
| Communication  | Verbal communication skills Build relationships and represent business internally and externallyBuild positive relationships with the Customer Board and Customer Scrutiny Panel members, and other colleaguesActively promote the organisation and seek opportunities for its developmentPresentation skills Express views clearly and effectively in a formal meeting setting, making reasoned contributions  |  🗸 🗸 🗸 |  |
| Personal qualities  | Getting the best from people Learning and improving Thinking strategically Leading by example Focusing on outcomes Promoting excellence Positively challenging negative behaviour Offering support and guidance to others Promoting and encouraging communication and new ideas  |  🗸 🗸 |  |
| Equality and diversity  | Understanding and demonstrating a commitment to equality and diversity  |  |  |

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| **Support and training**  |

All Customer Scrutiny Panel members will be required to attend an induction process.

Training to develop knowledge and skills will be available to support members of the Customer Scrutiny Panel to achieve their objectives. A full training programme will be offered although members are required to attend a minimum of four sessions per year.

There will be a regular appraisal process. There will also be an annual assessment of collective and individual skills and competencies so that a development programme may be devised to ensure continuous improvement and effective governance.

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| **Expenses** |

Pre agreed expenses will be reimbursed for travel, and child care costs and caring responsibilities. Current rates are set out in our expense procedure. Payment of expenses will be paid monthly on receipt of a complete expense form.