

**Role profile: Customer Board member**

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| **Key tasks** |

Customer Board members, as part of a team, will:

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

* Input into the organisational business plan/corporate plan to reflect customer priorities.
* Input into strategy development and make recommendations to Aster Communities /Synergy Board.
* Ensure customer involvement has taken place in strategy and policy formulation.
* Propose annual key performance targets to Housing Leadership Team.
* Input into the budget setting process.
* Approve delegated policies from Aster Communities Board and Synergy Board.
* Recommend approval of policies to Aster Communities Board and Synergy Board.
* Consider and approve actions arising from service reviews.
* 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).
* Sign off customer annual report.
* Agree service standards.
* Have control over some local budgets.

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

* Monitor against standards to ensure that they are achieved, and agree remedial action.
* Monitor performance of local services (all KPIs).
* Monitor complaints and compliments, taking action as required.
* 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).
* Monitor outcomes from involvement activities, i.e. neighbourhood panels.

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

* Input into reviews of strategy.



**Person specification**

**Post title: Customer Board 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 services and how to apply it in the best interests of the current and future customers, leaseholders and shared owners.  Understanding of value for money  Understanding of performance information  Financial awareness  Understanding of co-regulation |  | 🗸 |
| Abilities and skills | Ability to understand what is important to customers  Ability to remain objective  Ability to work as part of a team  Ability to understand and analyse reports and information  Be computer literate |  |  |
| Communication | Verbal communication skills  Build relationships and represent business internally and externally  Build positive relationships with the Customer Board and Customer Scrutiny Panel members, and other colleagues  Actively promote the organisation and seek opportunities for its development  Presentation 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** |

Customer Board members will receive payment of £1,000 per year. Payment will be made monthly.

All Customer Board members are required to attend an induction process.

Training to develop knowledge and skills will be available to support members of the Customer Board 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 is made along with the monthly pay allowance payment.