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| **Quality and Insight Panel (QIP).**  In 2011 the Trust established the QIP as an integral part of the Trust’s Governance structure. The QIP comprises of a number of tenants and leaseholder representatives; its role is to review scrutinise and challenge service delivery from the customer perspective, provide recommendations to improve services, and act as the voice of the customer to inform activities from the heart of THT’s approach to self-regulation. The panel provides extra accountability and challenge to Trust policies and decisions. | |
| **ROLE PURPOSE.**   |  | | --- | | Responsible for representing the needs of tenants and leaseholders when scrutinising service processes. To challenge the Trust and make recommendations for improvements to service delivery. To consider the cost effectiveness, Value for money (VFM) of the services under review and make informed decisions based on all data and consultation feedback received. | | |
| |  | | --- | | **ACCOUNTABILITIES** | | |  | | --- | | 1. Accountable to the wider customer body and must act with transparency.  2. Reflect the needs and aspirations of the wider customer body.    3. Respect the governance of the Trusts Board.  4. Make recommendations based on robust evidence and reflect the context in which the Trust operates.  5. Have due regard for national standards and accepted good/exemplar practice.  6. Respect and adhere to the QIP Terms of Reference.  7. Respect and adhere to the QIP Code of Conduct.  8. Develop an awareness of the Trusts business as a whole, the THT business plan and any social, environmental and financial impacts that may be detrimental to its overall aims and achievements.  9. Commitment to self-development and attendance of training/Induction session.  10. Commitment to attending regular QIP meetings and participating in decision making. | | | **Role Title: Quality and Insight Panel Member**. | | |  | | --- | | **SKILLS, KNOWLEDGE & EXPERIENCE** | | |  | | --- | | * Ability to dissect information and data. * Ability to work timely and to tight deadlines. * Excellent communication skills. * Balanced decision maker. * Analytical skills. * Time management. * Experience of working with other Customer Involved groups. * Experience of THT as a tenant or leaseholder. * An understanding of Value for Money (VFM) * Office based skills. * Microsoft Office. | |  |  |  | | --- | --- | | **QIP Behavioural Competencies** | **Level** | | Customer Focus | Essential | | Problem Solving | Essential | | Initiative & Innovation | Essential | | Ability to positively challenge | Essential | | Communication & Influencing | Essential | | Diplomacy & Discretion. | Essential | | Effective Team Working | Essential | | Self-management | Essential | | Commitment to personal development | Essential | | Ability to positively challenge.  Planning & Project Management  Adaptability & Embracing Change  Flexibility | Essential  Desirable  Desirable  Essential |  |  | | --- | | **THT VALUES**  **Trust:**  - Building relationships based on openness, honesty and respect  - Keeping our promises and working collaboratively  **Innovation:**  - Motivated by creating a fairer world  - Responding to society’s challenges  - Never constrained by past ways of working  **Impact:**  - Caring about the difference we make  - Demonstrating accountability and acting responsibly |   **Date:** |
| **Directorate: People and Governance** | **Line Management: The Trust Board**  **QIP Chairperson** |

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| |  | | --- | | **Key Responsibilities / Tasks of Role:**   * Represent a viewpoint that’s focused on the best interest of customers even when in conflict of your own opinion. * Scrutinise THT processes and be prepaid to challenge THT by making recommendations for service improvement. * Have an interest in the wider community and the things that affect people in Trafford. * Experience of receiving services from THT as a resident of the Trust. * Liaise with THT Board, senior managers staff, contractors, internal and external partners customer, tenants and Leaseholders * Seek out the opinions of the wider community through consultation. * Be proactive and solution conscious. * Work in conjunction with the QIP terms of reference and code of conduct expectancies. * Proactively work with THT to understand their business plans. * Production, submission and analysis of performance information * Respect the role of the Trusts Board. * Show commitment to training and personal development. * Proactively challenge and be able to compromise * Contribute to the development of scrutiny reviews by preparing for meetings and having a working awareness of the data and documents provided. * Develop strong internal working relationships. * Provide feedback to other members of QIP when appropriate. * Able to read and question basic information. * Be able to review data and issues to make balanced fair judgement. * Respect Peoples differences. * Display high standards of behaviour and integrity * Declares any interest and is prepared to be excluded when areas of conflict of interest occur. * Commit to the Induction process | | **Performance Measures:**   * Successful completion of application and interview process. * Successful completion of mandatory Induction Processes and mandatory training module. * 3 month review * 6 month review * 360 feedback * Annual appraisal and skills audit * Delivery of QIP Promises. * Commitment and contribution to scrutiny reviews |
| **Key Objectives (6 months)**  To be agreed upon appointment | **Key Personal Development (6 months)**  To be agreed upon appointment |