



CUSTOMER INFLUENCE COMMITTEE

Role Profile & Person Specification

pioneergroup.org.uk

Overall Purpose

To work collaboratively to provide assurance to the Pioneer Group Board that there is a strong tenant, community resident and customer voice which is contributing to high-level strategic decision making and influencing the development and service quality of customer facing services.

Key responsibilities

1. To work with Tenants to test compliance against the Housing Ombudsman Complaints Code and recommend improvements to the Pioneer Group Board.
2. To review complaint performance across the Pioneer Group and recommend improvements to the Pioneer Group Board.
3. To scrutinise the Tenant Satisfaction Measures and recommend actions/improvements to the Pioneer Group Board
4. To review performance against the Consumer Regulation standards and recommend improvements/actions to the Pioneer Group Board to support performance improvement where required
5. Contribute to effective co-regulation by reviewing and scrutinising the delivery of customer services across the full range of housing and community regeneration.
6. Actively listen to the customer voice and use these views to inform policies and procedures.
7. Provide assurance to the Group Board that the views of customers and insight from a range of feedback measures have been sought and taken into account such as complaints/Tenant Satisfaction Measures/transactional survey feedback/listening hubs etc
8. To review reports and regular updates from the Scrutiny Panel, recommending any changes to customer services to the Pioneer Group as an outcome of their investigations.
9. Seek assurance and be consulted on health and safety matters directly relating to the safety of our customers.
10. To establish a constructive working relationship with, and provide support to, the Chief Executive, the Executive Team and other staff and tenants participating in the governance framework.
11. To act in the best interests of the Pioneer Group at all times, upholding the values of the organisation and undertaking duties in a way that adds to public confidence and trust in the Pioneer Group.
12. To maintain absolute confidentiality about all sensitive/confidential information received in the course of the member's responsibilities to the Pioneer Group.
13. To promote, develop maintain good working relationships with residents, other partners and other relevant agencies, including attending external events as appropriate.
14. To ensure affairs are conducted in a manner that promotes equality, diversity and community cohesion.
15. To participate in the review and appraisal of the board's collective performance and committee member's individual performance.

16. To participate in individual and collective development and training.
17. To promote openness, transparency and accountability in dealings with stakeholders.

Committee Member Person Specification

Key skills required may include:

- Knowledge of the communities served by Pioneer
- Links to the communities served by Pioneer
- Experience of accessing/receiving services from Pioneer (customer services)
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- Property/asset management
- Social housing

Key Competencies

The successful Committee Member will demonstrate the below competencies:

- Contributes ideas and new perspectives to discussions
- Evaluates the written and numerical data and information
- Recognise when complex information being presented is helpful/un-helpful and seek further clarification where required.
- Works in accordance with our Values.
- Promotes fairness, respect for individuals and is committed to equality and diversity.
- Works within the framework of policies and procedures as applicable to board members.
- Keeps up to date with relevant issues
- Considers own learning & development needs and identifies opportunities to improve knowledge
- Motivates others to achieve their own potential
- Contributes actively to discussions at meetings. Asks questions, listens to, and acknowledges the contribution of others, and expresses own views and ideas.
- Contributes ideas, suggestions and information using own areas of knowledge and expertise.
- Contributes to the decision-making process and supports decisions once made.
- Attends board away events and other events if appropriate.
- Prepares for meetings by reading papers.
- Declares any potential or actual conflicts of interest promptly
- Helps/advises staff on matters relating to own areas of knowledge/expertise.

NOTE: EXPECTATIONS IN REGARD TO TIME COMMITMENT

It is hard to specify an exact time commitment as members vary in how much time they can set aside for Committee business.

However, the annual minimum commitment can be estimated at:

- 6 meetings per year (2.5 hours each, usually in the evening)
- Preparing/reading papers (2-8 hours per meeting)
- Attendance at away events annually (1 Friday afternoon-evening plus a Saturday)
- Introduction meetings (5 x 1 hour meetings in the first year)
- Development Review meeting (1 x 1 hour meeting annually following the 6 month introductory period)
- Learning/training (5 hours per year but can vary)
- Other - such as attending community or social events (5 hours)

Approximate total per year: 80 hours

Exclusions from Membership:

Please note that you will be automatically excluded from Membership if you:

1. Are a minor (below the age of 18)
2. Are currently in dispute with the Pioneer Group
3. Have arrears in relation to the Pioneer Group or any of its associated Members
4. Have been convicted of an offence involving deception or dishonesty (or any such conviction is legally regarded as spent) in the UK or outside of the UK.
5. Have been responsible for, been privy to, contributed to or facilitated any serious misconduct or mismanagement in the course of carrying out a regulated activity or providing a service elsewhere where, if provided in England, would be a regulated activity.
6. Have been involved in tax fraud or other fraudulent behaviour including misrepresentation and / or identity theft.
7. Have made compositions or arrangements with my creditors from which I have not been discharged.
8. Have been removed/ or disqualified from serving as a charity trustee, or been stopped from acting in a management position within a charity.
9. Have been disqualified from serving as a Company Director.
10. Have an undischarged bankrupt or have an estate that has had a sequestration awarded in respect of it and has not been discharged.
11. Are under a moratorium period under a debt relief order applies under part VIIA (debt relief orders) of the Insolvency Act 1986).
12. Are subject to a bankruptcy restriction.
13. Are on the DBS Children's or Adults barred list.
14. Have been erased or struck off a register of professionals maintained by a regulator of health care or work professionals. (A verification will take place).
15. Are a person in respect of whom a registered medical practitioner would state, has become physically or mentally incapable of exercising their rights as a Board Member and may remain so for more than three months

Signed:

Dated: