

Role Profile

Role: Customer Voice Forum Chair

Region: Group-wide

- What's involved:** The Customer Voice Forum exists to help give Southern Housing Group a better understanding of what customers need and bring a customer perspective to our service improvements, service delivery and modernisation
There are three Chairs tasked with ensuring that the Customer Voice Forum functions effectively
Each chair represents one of the Southern Housing Group Regions(North, South or Isle of Wight) and to provide oversight and leadership for key projects identified for scrutiny. The Chairs work in close co-operation with the senior Independent Resident Adviser and the Customer Experience Management, in a manner which maximises the contribution of Customer Voice Forum members and staff alike to enable them to fulfil their responsibilities for the overall aims of Southern Housing Group
- Time Commitment** Customer Voice Forum Meetings take place 4 times per year, and normally take about 2 hours and require preparation
You may be invited to join away days and support the preparation and leadership of any events
You'll be asked to support 4 hours per month on project work depending on what you choose to do
You must sit on a minimum of 2 appeal panels and Stage Two complaint panels, which take 2 hours and require 4-5 hours preparation work
You will be welcome to put in more time if you wish
- Training:** Training on skills required to carry out Customer Voice Forum meetings and project work is provided
- Requirements:** To Chair the Customer Voice Forum, you must be a Southern Housing Group resident
You must not be in breach of your tenancy agreement, in rent arrears or in dispute with us
- Pay:** Forum Chairs are unpaid. Reasonable expenses incurred in undertaking Customer Voice Forum activities will be reimbursed by Southern Housing Group

Role expectations and responsibilities

1. I will chair the Customer Voice Forum meetings effectively, encouraging participation, and promoting active debate and effective decision making
2. I will work with Southern Housing Group directors and Customer Voice Forum members to agree agendas and ensure that appropriate information is provided beforehand
3. I will ensure that membership of the Customer Voice Forum grows to and is then maintained at 57 members with an appropriate balance of skills, knowledge and experience
4. I will ensure that an appropriate induction and training programme is provided to customer Voice Forum Members to enable them to contribute effectively to the work of the Forum
5. I will carry out annual review/appraisals of individual forum members to discuss involvement and areas of development required
6. I will lead the development of succession planning by seeking new resident members
7. I will ensure that residents and SHG staff work effectively together as a team
8. I will review and agree annual portfolio focus and area priorities
9. I will monitor areas of performance and give focus to key points of concern, together with the relevant business leads
10. I will oversee the production of plans that provide clear benefits to customers and SHGL's communities
11. I will report the outcomes of scrutiny reviews to inform the Senior Independent Resident Adviser of changes to strategy, policy or practice needed to enable SHGL to better fulfil its corporate objectives

Person profile		
Attributes	Essential	Desirable
1. Knowledge and experience	<ul style="list-style-type: none"> I am a Southern Housing Group resident who is willing to bring my views, skills and experience to the forum. 	<ul style="list-style-type: none"> Experience of customer service delivery Experience of leading groups of people
2. Skills and abilities	<ul style="list-style-type: none"> I am able to work well with other Customer Voice Forum members and Southern Housing Group staff I treat others with respect and am willing to hear their points of view I have good written and verbal communication skills I am able to travel to meetings or other events 	<ul style="list-style-type: none"> Access to and ability to use technology Experience of project work
3. Commitments	<ul style="list-style-type: none"> I will follow the Southern Housing Group Customer Voice Form Code of Conduct I will declare any conflict of interest and understand that this may mean that I need to step down from a task, project or from the Customer Voice Forum I will raise any issues relating to my own home or tenancy through normal channels and not through the Customer Voice Forum 	