

Role Profile

Role: Customer Voice Forum - Project Member

Region: Group-wide

What's involved:	<p>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</p> <p>As a Forum member, you will be able to choose from a variety of projects to participate in – this might include repairs, support services, communication with residents, Southern Housing Group policies or processes – the things that our core Forum members have decided are the most important</p> <p>You may need to travel to participate in some aspects of projects</p>
Time Needed:	<p>This varies depending on the type of task or project, and there will be more information for each individual project about what is required. Our core projects typically require around 3-4 hours per month for as long as they last and a project may last anything from 2-3 months to a year or more</p> <p>You will be welcome to put in more time if you wish</p>
Training:	<p>Training on skills required to carry out Customer Voice Forum project work can be provided</p>
Requirements:	<p>To sit on the Customer Voice Forum, you must be a Southern Housing Group resident</p> <p>You must not be in breach of your tenancy agreement or in dispute with us</p>
Pay:	<p>Volunteer Forum Members are not paid</p> <p>Reasonable expenses incurred in undertaking Customer Voice Forum activities will be reimbursed by Southern Housing Group</p>

Role expectations and responsibilities

1. I will work with Southern Housing Group business leads to help deliver projects that improve services for customers
2. I will provide feedback when asked on Southern Housing Group performance to identify areas where improvements should be made

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
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 verbal communication skills 	<ul style="list-style-type: none"> • Good written communication skills • Access to and ability to use technology • Experience of project work • I am able to travel to project meetings or for other project-related activity
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 or rent arrears 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 	