

## Customer Voices Role Profile

Area	Skills and qualities	Essential	Desirable
<b>Commitment</b>	<ul style="list-style-type: none"> <li>• Prepare for and attend meetings of Customer Voices</li> <li>• Make appropriate contributions to meetings</li> <li>• Participate in training and development activities</li> <li>• Adhere to the Code of Conduct, and policies of believe housing</li> </ul>	✓ ✓ ✓ ✓	
<b>Eligibility</b>	<ul style="list-style-type: none"> <li>• Aged 18 or over</li> <li>• Not an employee of believe housing (unless appointed as the employee representative)</li> <li>• Not a serving Board member of believe housing</li> </ul>	✓ ✓ ✓	
<b>Skills, Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Passionate about excellent customer service and proactively involving customers in shaping service delivery</li> <li>• Able to work as a team, listen and respect the views of others</li> <li>• Able to analyse data and interpret written information</li> <li>• Strong communication skills and ability to constructively challenge</li> <li>• Able to act in the interests of all customers</li> <li>• Commitment to believe housing's values and behaviours</li> <li>• Able to engage with stakeholders enthusiastically, confidently and effectively in an ambassadorial role</li> <li>• Awareness of customer facing issues</li> <li>• Understand the importance of customer led scrutiny</li> <li>• Develop effective working relationships with people e.g. board members, executives and key stakeholders</li> </ul>	✓  ✓ ✓ ✓ ✓ ✓  ✓ ✓ ✓	

	<ul style="list-style-type: none"> <li>Understand information presented in a variety of formats and work with others to weigh up evidence, draw appropriate conclusions and make informed recommendations.</li> <li>Experience of scrutiny or as a member of a similar group</li> <li>Knowledge of utilising a variety of methods to gather information from residents</li> <li>Knowledge of scrutiny models and methodologies</li> </ul>	✓	✓ ✓ ✓
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Have a curious mind and be willing to ask the right questions and contribute to group discussion</li> <li>Enthusiastic about customer engagement and influence</li> <li>Interest in social housing and improving customer and landlord relationships</li> <li>Commitment towards equality of opportunity, diversity and inclusion in its activities</li> </ul>	✓ ✓ ✓ ✓	
<b>Customer Voices Chair</b>  <i>Customer Voices Vice Chair will deputise for the Chair as and when required.</i>	<p>In addition to the above, the Customer Voices Chair will:</p> <ul style="list-style-type: none"> <li>Effectively chair Customer Voices meetings, ensuring it adheres to its Terms of Reference</li> <li>Encourage participation of all Customer Voices members and ensure discussions are open and inclusive</li> <li>Communicate effectively to establish strong and effective working relationships with a variety of stakeholders</li> <li>Have a knowledge of the needs, aspirations and challenges within the communities served by believe housing</li> </ul>	✓ ✓ ✓ ✓	

	<ul style="list-style-type: none"> <li>• Have a knowledge and understanding of the social housing sector and the regulatory framework</li> <li>• Recognise diversity, inclusion and equal opportunities</li> <li>• Have a knowledge of utilising a variety of methods including social media, to gather information and the view of customers</li> <li>• Have experience of identifying under-performing areas and providing challenge to proposed improvement strategies</li> </ul>	✓  ✓  ✓  ✓	
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