

Role Profile

Role: Customer Voice Forum Core 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 help decide what the Forum should focus on – this might include repairs, support services, communication with residents, Southern Housing Group policies or processes – the important thing is that the Forum Members make the selection</p> <p>Forum members can then choose to be more involved in particular projects</p> <p>You will need to travel to meetings and to participate in some aspects of projects</p>
Time Needed:	<p>Customer Voice Forum Meetings take place 4 times per year, and normally take about 2 hours</p> <p>You may be invited to join away days and you'll be asked to support 4 hours per month on project work depending on what you choose to do</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 meetings and project work is 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>Forum Members are unpaid</p> <p>Reasonable expenses incurred in undertaking Customer Voice Forum activities will be reimbursed by Southern Housing Group</p>
Tenure:	<p>Forum Members are appointed for three year tenures, which can be renewed if we both agree</p>

Role expectations and responsibilities

1. I will attend the Customer Voice Forum meetings. I will arrive prepared and contribute constructively
2. I will work with Southern Housing Group business leads to identify and deliver projects that improve services for customers
3. I will identify and suggest areas where customer involvement can be increased
4. I will monitor Southern Housing Group performance and identify areas where improvements should be made
5. I will review changes to strategy or policy and ensure that customer needs are taken into account
6. I will participate in Complaint Appeal Panels and give feed back to the Customer Voice Forum to help support future improvements

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 • I am able to travel to meetings or other events 	<ul style="list-style-type: none"> • Good written communication skills • 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 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 	