

Role Profile & Person Specification

Heylo Housing Registered Provider
Limited (HHRP)

Customer Committee Member



Role Purpose

This role plays a pivotal role in ensuring that our customers and residents are involved in shaping the strategic direction of customer activities for Heylo Housing Registered Provider (HHRP) and scrutinising the performance of ResiManagement Limited, the managing agent for HHRP activities.

Along with other members of the Committee, this role will provide feedback and inform the arrangements of ResiManagement and operations that they deliver for the wider heylo group.

The focus of this role and that of the Customer Committee will be to represent all customers and residents of heylo, ensuring the customer 'voice' is heard. As a Customer Committee member, you will help us to set our priorities, consult on decisions that relate to external customer facing activities, monitor the way we deliver our services and make recommendations and resolve issues HHRP customers may face generally speaking.

Working with the ResiManagement Executive, the Customer Committee will seek to ensure HHRP activities are compliant with the Regulator for Social Housing's Consumer Standards and the chosen Code of Governance.

Key Responsibilities and Accountabilities

The responsibilities of all Customer Committee members individually and collectively include:

- Help shape policies and strategies that directly impact customers when invited to review.
- Monitor and scrutinise performance across ResiManagement as part of scrutiny activities.
- Be consulted by senior staff on major changes to resident-facing services as appropriate.
- Make recommendations for service improvement based on the evidence gathered by the panel.
- Ensure its work and recommendations are fair, evidence based, and independent.

Customer Committee members also:

- Work constructively with other Committee and ResiManagement Executive colleagues to achieve heylo's strategic objectives.
- Promote and uphold heylo's values.
- Represent heylo to external stakeholders as appropriate.

Person Specification

The successful candidate will show that they have the following attributes:

- Effective listening and communication skills
- Constructively contributes to debate and provides positive challenge
- Fosters a culture that enhances commitment, enthusiasm and excellent performance from the staff
- Ability to understand and challenge financial accounts and reports
- Commitment to working to highest standards of honesty and integrity
- Able to take difficult decisions
- Commitment to collective responsibility and positive representation of decisions
- Develop and maintain constructive and supportive relationships with board members, key staff and internal and external stakeholders
- Understand, interpret and scrutinise large amounts of information (including reports, financial data, performance information, etc.)
- Use specialist/technical knowledge to enhance strategic debate and leadership, and to determine and follow appropriate delegations to the executive and operational staff
- Consider views of others and work co-operatively as part of a team
- Commitment to fairness, respect, inclusion, and equality and diversity.

Commitment

Customer Committee members are expected to:

- Attend at least quarterly meetings (held remotely via Microsoft Teams) and occasional additional meetings, devoting sufficient time and energy to heylo business.
- Contribute to the direction of heylo by supporting the executive in particular projects or areas on request, e.g. mystery shopping activities or scrutiny reviews of particular parts of the business with the support of the Executive
- Participate in training and development.
- Keep abreast of developments in the sector.

A flexible approach is needed to meet business needs with meetings in the evening or at other times.

The role will require a commitment of approximately 6 hours every 3 months.

Standard Responsibilities

Committee Members will hold HHRP and ResiManagement to account, acting as a critical friend, by challenging poor performance and celebrating success. To do this Committee Members will work in partnership with the HHRP Board and Committee members and ResiManagement staff to drive up performance and satisfaction and continually improve service delivery.

Committee Members consider reports on ResiManagement services such as estate services, customer communications, adherence to internal and published processes and monitor the delivery of any customer improvement plans.

Committee Members will provide constructive feedback on any relevant policies.

Heylo publications may reference and celebrate the positive contributions made by the Customer Committee and the role played by members to ensure the heylo group is compliant with the Regulator for Social Housing's Consumer Standards.

Committee Members will provide the skills and knowledge identified as required by the Customer Committee and will keep their knowledge of the housing sector up to date to support the work of the panel.

Committee Members will contribute positively to debate, decision-making and meetings. They will support collective decisions once reached and help to build a good team dynamic between members. They will be knowledgeable or willing to learn about heylo's activities and the strategic context within which ResiManagement operates.

Committee Members will actively prepare for meetings by reading papers and, where necessary, seek clarification in advance of the meetings.

All Committee Members will adopt and comply with Heylo values, policies and procedures, and regulatory frameworks.

No role profile can cover every issue that may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described. Duties may be changed, after discussion, to suit the operational requirements of HHRP.

Committee Eligibility

Applications from Independent Members may not be accepted from the following:

- A past or present employee, or a close relative of such a person, of ResiManagement Limited;
- An employee of an independent business which provides services to any part of ResiManagement;
- Someone declared bankrupt or subject to any undischarged compositions or arrangements with their creditors;
- Someone who is disqualified for any reason from acting as a company director, charity trustee, or an officer of a registered social landlord;
- An applicant convicted of any offence that would be likely to bring HHRP, ResiManagement or any part of the heylo group into disrepute;
- An applicant who has been removed from serving as a charity trustee, or a director of a company, or a board member of an industrial and provident society, or been stopped from acting in a management position within a charity;
- Someone who is in dispute with HHRP or ResiManagement, or in breach of any agreement with the ResiManagement or any legal entity within the heylo Group.

Organisational Competencies

We want to make Heylo a great place to work and a great organisation that really delivers for its customers. Our values guide how we work, every day. Everyone within the organisation is expected to demonstrate the following:

- **Innovation** – We will always be striving to improve the quality of our execution to improve our service to our customers and our returns for our business.
- **Results focused** – We enjoy providing affordable housing for highly satisfied customers leading to dynamic growth and sustainable profitability for our business.
- **Collaboration** – We work together as a team and communicate effectively with our partners, customers and stakeholders.
- **Integrity** – We will act with honesty and aim to meet the highest ethical standards in our dealings with our colleagues, customers and stakeholders and in full compliance with our regulatory obligations.
- **Respect** – We support each other and value the contribution and ideas of others.

Additional Information

Customer Committee Members receive £1,500 per annum

Reasonable travel or other expenses directly associated with activities carried out as part of the Customer Panel role may also be claimed in accordance with the ResiManagement Expenses Policy.

The Customer Committee is a formal committee of the HHRP governance arrangements and is intended to provide feedback and inform the arrangements of HHRP. Through its involvement in this capacity, it is also intended to provide feedback and inform the arrangements of ResiManagement and operations ResiManagement delivers for the wider heylo group. Committee Members will be appointed by the HHRP Board, and Heylo Housing Group Limited Board as parent company as may be required, through a fair and transparent application process.

The term of office is defined by the Customer Committee but may be no more than two three-year terms (six years).