



home

NATIONAL CUSTOMER PANEL

ROLE PROFILE

AIM:

The role of the National Customer Panel will be to represent people's views at a national level and develop the mechanisms for involving customers throughout Home to ensure we deliver a consistently positive customer experience.

PURPOSE

To provide advice and support to the Executive to ensure that Home delivers a consistently positive customer experience.

The group will:

- Provide advice and support to the Executive on how it can deliver a consistently positive customer experience, through agreed national and local standards
- Provide input/challenge on customer policies, processes and communications
- Work with the national inspection team
- Provide expertise in relation to housing and care and support services.

KNOWLEDGE, SKILLS AND EXPERIENCE

Members of the National Customer Panel are not expected to have any formal skills or experience; however it is important to be a good listener and to be able to put forward your views in a professional manner.

Members should be interested in issues which affect homes, communities and local neighbourhoods and all of Home's customers.

An ability to look at the big picture and seek to improve services and products at the "top level". It is important that members are able to commit time to review and improve services right across the organisation.

Have an understanding of Home's customer values, aims and objectives.

Members of the panel will work in partnership with staff within Home, other customers and clients, other customer representative bodies, Tenant Services Authority and other stakeholders.

Members will understand other people's views and take them into account. Treat people with dignity and respect at all times, no matter what their background, status, circumstances or appearance.

REQUIREMENTS OF THE ROLE

Panel members will be required to:

- Travel to meetings at agreed venues (for which reasonable expenses will be reimbursed)
- Participate in organised training events to support the role
- Adhere to the Code of Conduct
- Adhere to Home's Equality & Diversity Policy
- Maintain confidentiality on private, sensitive and difficult issues
- Spend a maximum of three years on the panel.

Panel members will not be required to:

- Raise/discuss personal issues which can be dealt with outside of the Panel meetings
- Seek to use their position for personal or family gain.