



# Role Profile

July 2020

<b>Job Title:</b>	<b>SW9 Improvement Panel Member</b>
<b>Reports into:</b>	Chair of Improvement Panel
<b>Role Purpose:</b>	<p>The SW9 Improvement Panel is an essential way for SW9 to engage with residents and ensure we put residents at the heart of the organisation. As an organisation that prides itself on customer service, we seek to appoint Panel Members who are <b>enthusiastic</b>, <b>care</b> about where they live and want to work with us to <b>improve</b> the service for <b>all</b> residents.</p> <p>Panel Members must represent all residents ensuring the local 'voice' is heard by SW9.</p> <p>As a Panel Member you will help us to set our priorities, <b>consult</b> on decisions for local issues, <b>monitor</b> the way we deliver our services, make recommendations and <b>resolve</b> local issues.</p>
<b>Commitment:</b>	<p>Panel Members are required to attend at least <b>quarterly meetings</b>, occasional additional meetings, training and away days. A <b>flexible</b> approach is needed to meet the business needs with quarterly meetings taking place in the evenings and some possible weekend commitments required for away days.</p> <p>Meetings will be held at the SW9 Office, 6 Stockwell Park Walk, London, SW9 0FG. Where face to face meetings are not possible, online arrangements will be made to ensure Panel meetings are not disrupted and continue to take place.</p> <p>The role will require a commitment of approximately 4 hours every 3 months depending on project requirements.</p> <p>Panel Members are expected to participate in training and development opportunities and keep up to date of developments in the housing sector to continue to provide a <b>positive</b> contribution to the panel discussions.</p>

## What does the role entail? (key responsibilities and accountabilities)

The Improvement Panel is a resident consultative body and works with SW9 staff to shape the future of the organisation.

Panel Members will hold SW9 to account, acting as a critical friend by challenging poor performance and celebrating success. To do this Panel Members will work in **partnership** with SW9 staff to drive up performance, satisfaction and continually improve service delivery.

Panel Members monitor areas such as estate services, anti-social behaviour management, income collection, void management and will produce service improvement plans.

Panel Members make recommendations to the SW9 Senior Leadership Team for consideration.

Panel Members will provide **constructive** feedback on any relevant policies.

Each year the Improvement Panel will produce an annual report (impact assessment) to outline the positive contribution made by them.

Panel 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 SW9's activities and the strategic context within which it operates. Panel Members will **actively prepare** for meetings by reading papers and, where necessary, seek any clarification needed in **advance** of the meetings.

### **Standard Responsibilities:**

All Panel Members take into consideration and/or comply with SW9's values, policies, procedures and regulatory frameworks including:

- Code of Conduct.
- Health and Safety.
- Data Protection, privacy and use of IT resources.
- Regulatory standards and probity.
- Risks and internal controls framework.
- Human Resources policies and procedures.
- Equality and diversity.

### **What kind of person are we looking for?**

We are looking for **enthusiastic** residents who know their local areas but can see the bigger picture and don't hone in on personal issues. You will need to be able to contribute to Panel conversations and appreciate the **value** of collective decision making, even if the decision is a difficult or unpopular one.

You will need to have **good communication skills**, be willing and **patient** when listening to others and be able to take on board other people's points of view even if they differ from your own. You will need to demonstrate tact during discussions and have the ability to see other people's perspectives. You will need to be able to work well in a **team** by contributing to discussions and your assigned duties.

You need to ensure you have a willingness to help us to improve the way in which we deliver our services for the benefit of all residents.

We will provide training to ensure you have the ability to review and analyse information to reach a conclusion when presented with reports and/or performance information.

You will be required to demonstrate **integrity** and show good judgement when making decisions.

You will need to demonstrate a **customer focus** and a genuine desire to achieve **excellence** in all areas of responsibility. You will also need to have experience of working as part of a team and supporting fellow team members to fulfil objectives.

All Panel Members will be expected to be **willing to learn**, in particular about; social housing, the role of a landlord, the role of a resident, how the sector is regulated and how performance is managed. Training will be provided in these areas which all Panel Members must attend.

We will require you to sign up to and follow a Code of Conduct which attaches great importance to **treating other people fairly and with respect at all times**.

All Panel Members will need to understand that maintaining **confidentiality** is extremely important and the topics discussed within the meetings should not be disclosed outside the meetings.

Panel Members will need to be available to talk through topics with each other outside of meetings (via phone or email).

### **Additional Information**

The role is unpaid but out of pocket expenses will be reimbursed.

Free training will be provided.

Access to the internet and relevant equipment is relevant. In the event that this is not possible, SW9 will work with Panel Members to ensure adequate provision is made.

SW9 employees are not permitted to apply for this role.

### **Organisational Competencies**

**Panel Members will be expected to emulate the cultural HART values of SW9's parent company, Network Homes, where applicable:**

**Hungry** - we want to do more and do it better

- I am self-motivated, work hard and want to succeed.
- I make things happen.
- I think creatively to find solutions and get results for customers and colleagues.
- I want to help Network achieve its goals.

**Accountable** - we take responsibility and get things done

- I have a disciplined approach to work; I do what I say I will do.
- I try hard to get things right first time.
- I have a 'can do' attitude.
- I think carefully about my work and how we could improve for the future.
- I don't believe it's 'someone else's problem'.

**Respectful** - towards our customers and our colleagues

- I arrive on time and fully engage in meetings.

- I answer ringing phones and respond quickly to customer and colleague messages.
- I work hard to communicate well with customers and colleagues, even if things take a bit longer as a result.
- I make myself available and aim to be easy to work with.

**Together** - one team, working towards common objectives

- I understand Network Homes is one organisation and I actively promote a 'one team' culture.
- I work well with people across Network Homes to ensure customers only need to make a 'single ask'.
- I welcome contact and input from colleagues in all parts of the business.
- I welcome opportunities outside my team role to contribute to improving the business.