



# Role Profile

April 2023

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| <b>Job Title:</b>    | <b>Network Homes Resident &amp; Independent Local Panel Member</b>   |
| <b>Reports into:</b> | Chair of the Local Panel   |
| <b>Role Purpose:</b> | <p>Resident Panels are an essential way for Network Homes 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>Panels Members must represent all residents ensuring the local 'voice' is heard by Network Homes, in particular the Customer Services Committee, who the Local Panel will report into.</p> <p>As a Local 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> issues in local areas.</p> <p>The role of the Independent member(s) will be to <b>enhance</b> the local panel with specific expertise, knowledge, and skills as identified by the Panel.</p> |
| <b>Commitment:</b>   | <p>Panel Members are required to attend at least <b>quarterly meetings</b>, occasional additional meetings 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 weekend commitments required for away days.</p> <p>Meetings will be held either at 22 Wembley Park Blvd, Wembley Park, Wembley HA9 0HP for the London Panel or Ware Priory, High St, Ware SG12 9AL for the Hertford Panel.</p> <p>The role will require a commitment of approximately 4 hours every 3 months.</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 Local Panel are the resident consultative body and work with Network Homes staff and Board Members to shape the future of the organisation. They ensure Network Homes is **compliant** with Homes England **consumer standards** and will report on compliance to the Customer Services

Committee.

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

Panel Members monitor services such as estate services, anti-social behaviour management, income collection and void management and oversee the delivery of local service improvement plans.

Panel Members make recommendations to the Scrutiny Panel for scrutiny of services e.g. Asset Management and the Customer Service Centre.

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

Each year the Local Panel will produce an annual report to outline the positive contribution made by them and the role they have played to ensure Network Homes is compliant with the consumer standards.

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

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

All Panel Members will take into consideration as necessary Network Homes' values and policies such as Code of Conduct and Data Protection, privacy and use of IT.

### 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 individual 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.

Independent Panel Members will need to have experience within the housing sector. You will need to have experience of delivering service improvements, managing and delivery change and working within regulatory requirements. 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 we are 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.

Independent members will be selected by the Local Panel. The term of office is defined by the Local Panel but may be no more than **three** consecutive years. Network Homes' employees are not permitted to apply for this role.

#### **Applicant Eligibility (for Independent Members)**

Our eligibility for resident Panel Members is set out in our Terms of References. 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 Network Homes
- An employee of an independent business which provides services to any part of Network Homes
- 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 Network Homes 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 Network Homes, or in breach of any agreement with the Network Homes.

## Organisational Competencies

**Panel Members will be expected to emulate the cultural HEART values of 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

**Embrace Everyone** – I embrace everyone and support our colleagues and residents to feel confident in themselves, actively building an inclusive culture

- Supportive: I support everyone and value their individuality
- Ambassador: I strive to create an inclusive organisation
- Welcoming: I welcome all values and beliefs
- Inquisitive: I never stop learning and constantly seek a better understanding of the world

**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 is one organisation and I actively promote a 'one team' culture
- I work well with people across Network 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