



Chair of the Customer Committee

Summary of the role

As Chair of the Customer Committee, you will provide leadership so that the Committee ensures customers influence the Board’s decision-making on key customer-related issues relating to Trent & Dove’s responsibilities as a landlord or its commitment to communities. You will ensure that the Committee’s actions enable the customer voice to shape and continuously improve the homes and services that Trent & Dove provides and the community investments it makes.

You will lead fellow Customer Committee members to work with Board members, executives, customers and staff to help Trent & Dove to achieve its mission to transform homes, lives and communities. You will do this by using your skills, experience and personal qualities to help the Committee to fulfil its purpose.

The Chair is a Customer Member who is appointed by the Trent & Dove Board for an initial period of three years or until their current three year term of office expires (whichever is the shorter). They may be appointed for up to a further three years.

The Chair is also a Trent & Dove Non-Executive Board Director for as long as they are Chair of the Customer Committee. They have the same responsibilities as any other Board Director and Customer Committee member.

What will I have to do?

As Chair of the Customer Committee member, you will be expected to:

Lead the Customer Committee to ensure there is a strong customer voice

- Use your skills, experience and personal qualities, provide leadership to ensure the Committee fulfils its purpose (which are set out in detail in its Terms of Reference). In summary this is:
- To provide a diverse cross-section of views, insight and opinion to the Board from a customer perspective to:
 - influence the Board’s decision-making on key customer-related issues relating to the organisation’s responsibilities as a landlord or its commitment to communities (“Place-shaping”); and
 - enable the customer voice to shape and, and continuously improve, the homes and services that Trent & Dove provides and the community investments it makes.
- To scrutinise operational service delivery to ensure that quality, performance and impact is in line with:
 - the expectations set by the Board;



- the organisation's customer service commitments.
- To provide assurance to the Board on the impact and operation of Trent & Dove's community support and investment activities, including:
 - approving the criteria for awarding community grants and priorities for funding
 - providing assurance to the Board that Value for Money and Social Return on Investment is being achieved as a result of community initiatives, activities and grants.
- To provide assurance to the Board that there are effective mechanisms in place:
 - for the organisation to gather and analyse customer opinion and insight on key customer-related issues;
 - for the organisation to take customers' views into account in a meaningful way before making decisions on important matters which affect them;
 - for the organisation to respond to customer views and feedback and implement continuous improvement actions;
 - to enable the quality of homes and services provided by Trent & Dove to be continuously improved in response to customer insight and feedback;
 - to effectively communicate to customers how their views and insight have influenced Trent & Dove's actions and decision-making.

Lead the Customer Committee to achieve the highest standards of governance

- Uphold and promote Trent & Dove's values (passion, integrity, excellence, regional and people & partnerships).
- Lead by example and chair meetings of the Customer Committee in a way in which requires Committee members to exhibit the highest standards of behaviour and make sound, inclusive decisions.
- Attend all meetings of the Committee and other activities related to the role, including to agree agendas for Customer Committee meetings and reviewing draft minutes after meetings.
- Read Committee papers and prepare before meetings.
- Encourage participation in group decision-making, enabling all Committee members to contribute to debate and to challenge the views of others appropriately.
- Use your skills, experience and personal qualities to help the Committee form a collective view of an issue, based on the evidence and information available (this means that you are not a representative of other customers or solely drawing on your own experiences).
- Request further information or professional advice when it is needed.



- Establish excellent relationships with other Committee members, Board members, Executive team members, employees and customers.
- Provide leadership to ensure that the Committee fulfils its role as set out in its terms of reference, including making decisions that have been delegated to it, providing evidence-based assurance to the Board and making recommendations to the Board as appropriate.
- Accept individual and collective responsibility for decisions, ensuring that Trent & Dove manages risks effectively; and is able to take opportunities which result in the organisation's objectives being achieved and improved outcomes for customers.
- Ensure that any concerns about Committee members, Board Directors, Executive team members or other employees which are brought to your attention are considered appropriately. This may include addressing concerns with the relevant person (having taken advice from the company secretary) or raising them with the Board Chair or Senior Independent Director (as appropriate).
- Continuously oversee the effectiveness of the Committee, including undertaking performance appraisals of Committee member, being appraised by the Chair of the Board, promoting, identifying and participating in learning and development opportunities (for self and other Committee members, including induction), tackling Committee member performance issues (with the support of the company secretary) and accepting that the needs and composition of the Committee may change over time.
- Provide leadership to ensure that the Committee complies with Trent & Dove's financial regulations, standing orders, constitution, the NHF Code of Governance and other organisational policies relevant to the Committee's activities (including equality, diversity and inclusion).

Act as a sounding board for the Board, Executive Team and senior managers

- Act as a sounding board for the Board, Executive Team and senior managers in dealing with business issues where there is a customer impact, including problem solving and developing strategy or policy.
- Take part in projects or similar which will be established from time to time to consider an issue of importance to Trent & Dove.

Represent Trent & Dove

- Act as an ambassador for Trent & Dove, including, if requested, representing the organisation in promotional, media or similar activities.

This profile is an accurate reflection of the role of the Chair of the Customer Committee. The role profile will be reviewed from time to time to meet Trent & Dove's changing requirements.