



## Customer Committee member

### Summary of the role

As a member of the Customer Committee, you will ensure that 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 customer voice shapes and continuously improves the homes and services that Trent & Dove provides and the community investments it makes.

You will work with fellow Customer Committee members, 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.

This will involve forming a collective view of an issue, based on the evidence and information available. This will involve making important decisions which impact upon customers and communities. It also involves ensuring that appropriate action is taken, including holding the Executive Team to account, if the expected standards of performance or results are not, or unlikely to be achieved.

Customer Committee members are either Customer Members, Independent Committee Members or Non-Executive Directors of Trent & Dove. They are 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.

This role profile applies to all Customer Committee members. All Customer Committee members share the same responsibilities for fulfilling the Committee's Terms of Reference.

### What will I have to do?

As a Customer Committee member, you will be expected to:

#### **Help to ensure there is a strong customer voice**

- Use your skills, experience and personal qualities, 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.

### Help to achieve the highest standards of governance

- Uphold and promote Trent & Dove's values (passion, integrity, excellence, regional and people & partnerships).
- Attend all meetings of the Committee and other activities related to the role.
- Read Committee papers and prepare before meetings.
- Participate in group decision-making by contributing to debate and challenging 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.
- 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 are raised with the Committee Chair, Board Chair or Senior Independent Director (as appropriate).
- Play an important role in ensuring the continued effectiveness of the Committee, including undertaking performance appraisals, participating in learning and development opportunities (including induction), and accepting that the needs and composition of the Committee may change over time.
- 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.

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