

Job Description

Post title	Resident Panel Member
Line manager	Resident Engagement Manager
Location	All regions
Department/Team	Social Mobility
Grade	
Budgetary responsibility	None
Version Control	Version: 1 Date: 21/05/2020

Job purpose and background

The Resident Panels are an integral part of One Housing's governance structure and Resident Engagement Strategy. They provide a resident focused level of scrutiny and accountability to our service delivery and policy development. They are a forum for residents to have direct input into performance data and to inform local priorities and decision making.

The panels are designed to help support our services, suggest improvements and tackle local issues. They give residents a voice and ensure we are aware of residents' concerns. They decide what is important for the local areas and oversee local improvements.

Resident Panels formally meet four times a year and attend an annual Board awayday to discuss our strategic direction and our plans. Each member also attends tenant and resident association or community meetings in their area. In return, members receive a small allowance. All panels have up to seven residents including a Chair and one independent member. Resident panels are each served by a member of the One Housing Executive Team.

We have introduced Local Plans for each region. Local Plans will help address local issues, build on community networks and on strengths of each area whilst identifying opportunities for improvement and investment.

This is a unique opportunity with significant responsibility and influence. It will be a highly fulfilling role which will ensure One Housing listens to its residents.

Principle responsibilities

- to provide scrutiny and monitoring of locally delivered services
- to oversee the delivery and implementation of Local Plans
- to hold One Housing accountable by challenging poor performance, celebrating success and acting as a critical friend
- to monitor local maintenance and improvements
- act as co-creation champions by shaping, monitoring and scrutinising policy and strategy

- to be the resident consultative body for local matters concerning One Housing residents

Knowledge, skills and experience

- A commitment to helping One Housing improve the way it delivers services to our customers
- Ability to review or listen to facts, provide analysis and reach a conclusion.
- An ability to understand complex written information
- Ability to scrutinise data and provide recommendations
- Excellent interpersonal skills, especially listening skills
- Non-judgemental; treating everyone fairly and with respect.
- Integrity
- Patience
- Tact
- Willingness to work as a team member
- Excellent IT skills Ability to use the (Microsoft Office 2016, MS Teams, Word, Excel)

What is required of Panel Members

Local Panel members will be expected to:

- Work together with One Housing Teams to improve performance, satisfaction and service delivery
- A commitment to get involved with the local community, this includes; participating in events, attending community and any other meetings that require assistance.
- To follow our code of conduct which is of great importance, to maintain confidentiality, treat people equally with respect at all times
- To come prepared to each meeting and be willing to participate in discussions and any decision making, so making a contribution to the implementation of the Local Plan.
- To attend regional panel meetings and any other meetings required of Panel Members

Additional Information

- Panel Members are paid a bursary of £1200 per annum

Our values	
We keep our promises	We do what we say we are going to do. We communicate openly and honestly with each other and with our residents. We do the right thing not the easy thing. #keepourpromises
We do a great job	We have high standards and we work hard to meet them. We go the extra mile to make sure that we deliver for our residents. #greatjob
We work together	We support each other and work as one team. We don't pass the buck – we take ownership and collaborate effectively for the benefit of our customers. We work in partnership with our residents. #worktogether
We value diversity	We respect and value the diversity of our people and welcome the contribution everyone can make. We work hard to make sure that all our residents have equal access to our services. #diversity
We look for ways to improve	We look for opportunities to keep improving and investing in our homes, our communities and our people. We take a positive approach to our work and embrace change that benefits our customers. #improve

