

Post Title	Chair of Customer Panel
Line Manager	Group Director Care and Support
Location	N/A
Department/Team	Service Development Team
Grade	N/A
Budgetary Responsibility	None
Version Control	Version: 1 Date: 31 January 2020

Job Purpose and Background

- To provide leadership for Customer Panel meetings
- To act as a mentor for the Customer Panel Vice Chair

Principle Outputs and Responsibilities

- To support the Vision and Mission of the organisation, protect its Values and work with the Care and Support Committee, Group Director of Care and Support and Senior Executive Team to ensure our customers benefit with quality services
- To ensure the efficient conduct of the Customer Panel business
- To lead and guide Customer Panel Discussions
- To ensure that all Customer Panel Members are given the opportunity to express their views and that appropriate standards of behaviour are maintained in accordance with the Terms of Reference for the Customer Panel
- Provide leadership and control of Customer Panel meetings, ensuring views are expressed, keeping order and summing up 'the sense of the meeting'
- Establish a constructive working relationship with other Customer Panel Members and Care and Support Committee Members
- Act as the representative of the Customer Panel in Care and Support Committee meetings in relation to the affairs of Care and Support
- Ensure that the Customer Panel makes proper and appropriate arrangements for its own appraisal including the Chair's, and for implementing a succession plan for Customer Panel membership
- Keep under review and appraise the operation and effectiveness of the Customer Panel's work throughout the year.
- To work with the Customer Partnerships Manager to recruit new Customer Panel Members when required
- To monitor decisions taken at meetings are followed through and implemented

- To Act as a mentor to the Vice Chair and support their development
- Work in Partnership with the Service Development Team to set agendas for the Panel Meetings
- To ensure a balance agenda that reflects customer items as well as organisational priorities
- To attend all Customer Panel and Care and Support Committee meetings
- To hold Care and Support to account through oversight of performance indicators
- To support organisation of Customer Panel Away Days
- To attend annual meetings of Panels organised by One Housing.

In collaboration with the Service Development Team the Chair is responsible for:

- Ensuring the Panel meets regularly
- Reviewing the workings of the Customer Panel on an annual basis to ensure that its works and activities are still in line with its vision and terms of reference
- Paying particular attention to ensuring that the work and activities of the Panel reflect the aspirations and needs of customers
- Reporting to the Care and Support Committee on the work and activities of the Customer Panel.

Desirable Knowledge, Skills and Experience

- Knowledge of the Housing sector
- Knowledge of the Health and Social Care Sector.

Other Duties

- To be fully committed to the principles of the Customer Panel, as laid out in its Terms of Reference
- To behave in a manner that upholds One Housing's Equal Opportunities and Diversity Policies
- To not undertake any activity that may present a conflict of interest, or be detrimental to Care and Support, or One Housing.

Our Values

<p>We keep our promises</p>	<p>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.</p>
<p>We do a great job</p>	<p>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.</p>

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.
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.
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.