

Service Quality Committee Member Person Specification

The Service Quality Committee Member Person Specification is designed to give applicants an idea of the range and type of experience, skills and personal values/qualities which are considered to be relevant for them to be appointed to the Committee.

	Essential	Desirable
Experience:		
A tenant or resident leaseholder and receiving housing management services from Northamptonshire Partnership Homes	✓	
Demonstrate an understanding of the issues, concerns and priorities of tenants in social housing	✓	
Experience of holding organisations to account		✓
Skills:		
Listening, communicating and getting on with others	✓	
Manage time effectively, to be able to identify and to focus on key issues and priorities	✓	
Ability to think at an overall strategic level and not get lost in the detail		✓
Work as a team and share responsibility	✓	
Communicate effectively and work well within a team setting to deliver strategic objectives	✓	
To ensure own experiences and opinions do not influence decision-making	✓	
To act on evidence	✓	
Knowledge:		
Awareness of the Regulatory Regime that NPH operates within		✓
Effectively respond to changing internal and external circumstances	✓	
Understand and interpret performance information, including reports and data		✓
Ensure that diverse experiences are reflected in organisational strategies and policies	✓	

Essential Values. To show commitment and contribute to:	Essential	Desirable
Developing and upholding the vision, values and culture of NPH	✓	
Excellence in service delivery	✓	
Providing services that offer value for money	✓	
Respecting confidentiality of information	✓	
The development of your own skills and knowledge	✓	
Attending & taking an active part in Committee meetings	✓	
Awareness of Equality, Diversity and Inclusion principles and to uphold these principles	✓	