



Role Description for Service Quality Committee Member

Title:	Service Quality Committee Member
Responsible to:	Chair of Service Quality Committee
Responsible for	
a) Providing customer-based assurance of compliance with the consumer standards of the 'Regulatory Framework for Social Housing in England'. b) Ensuring the tenant voice is heard in terms of influencing the decision making throughout NPH and to feed back the tenants' voice to the Board. c) Understanding and improving the customer experience by commissioning and considering tenant scrutiny exercises. d) Being aware of new innovations in housing services and exploring how NPH can use these to improve services to customers.	
Remuneration	£1000 per annum
Term of Office	
Main areas of responsibility and specific duties	
Strategic responsibilities	
• Provide assurance to the Social Housing Regulator, and others, that standards are being met • Receive assurance from NPH that standards are being met • Show understanding of the external factors which may influence the work of NPH, including: Government policy, the requirements of the the Social Housing and Building Safety regulators, the Housing Ombudsman and long with issues including welfare reform, changes within society and the economy • Approve key NPH policies and strategies • Foster a culture which enhances commitment, enthusiasm and excellence within NPH and of working together to achieve success • Uphold the vision, mission, values and objectives of NPH	
Operational responsibilities	
• Challenging unsatisfactory performance • Ensuring tenant and leaseholders experiences are being noticed and acted on • Ensuring strategies and policies reflect tenants and leaseholders experiences • Working with others to ensure tenants and leaseholders experiences are being noticed and acted on	



- Apply specialist skills, knowledge, experience, and perspectives in Committee meetings to contribute and share responsibility for decisions including its duty to exercise reasonable care, skill and independent judgement
- Attend Committee meetings
- Be fully prepared for and take an active role in Committee meetings and other events
- Fully participate in learning and development relevant to the role of a Committee Member
- Participate in reviews of your own individual performance as a member of the Committee and that of the Committee as a whole
- Respect confidentiality of information
- Lead by example at all times, maintaining the highest standards of probity
- Participate in the recruitment and selection of future Committee Members as and when required
- Declare any relevant interests and act in accordance with the requirements of the constitution in relation to those interests

Foster Positive and Effective Working Relationships

- Ensure effective working relationships are developed with other Committee Members, with the Chief Executive, the Senior Management Team, and with employees and external partners in the interests of delivering the objectives of NPH and in meeting the needs of tenants and leaseholders
- Represent NPH when requested

Time Commitment

All Committee members should be able to allocate sufficient time to NPH to discharge their responsibilities effectively.

The frequency of meetings may vary. It is likely that the Committee will meet approximately 8 times a year in the evening. Meetings usually last approximately two hours. Board Members are expected to allow adequate time to prepare for meetings so they are able to contribute and participate fully in discussion

There will be induction training, followed by regular training and information for Committee members to aid understanding, update and refresh their skills and knowledge in relation to their role and responsibilities. Training may be delivered collectively and/or to individual members. Training may last between 1 to 2 hours, or can take the form of occasional full day, half day or one hour sessions and on-line modules.

Expenses

Committee Members are entitled to claim reimbursement of actual expenses incurred when undertaking official duties such as attending Committee Meetings. All payments will be made in line with the Board Remuneration and Expenses Policy.