



## Role Profile

### Independent Tenant Member of the Customer Focus Committee

#### Overview of role

To act as an independent tenant member of the Ongo Customer Focus Committee, which is responsible for *making sure we're putting the needs and aspirations of our tenants at the heart of everything we do*

Independent Tenant Members may not also be members of the Ongo Homes Board.

#### Purpose

Each independent member has:

- To provide an independent and objective perspective, using their skills, knowledge and experience to contribute to effective governance of the Committee/Board
- A general duty to act in the interests of Ongo, being committed to the corporate objectives and core values of the company.
- A duty to ensure that the company observes its rules.
- A duty to govern the company with proper skill and care, contributing to, abiding by and assuming collective responsibility for, board decisions.

#### Requirements

##### Leadership

- Share accountability for the direction and control of the Committee/Board within the agreed terms of reference.
- Establish a strong and positive working relationship between the Committee/Board, the Chief Executive and other senior staff.
- Support the Committee/Board Chair in his/her role of providing strategic leadership and creating positive Committee/Board climate.

##### Strategy

- Set objectives for the Committee/Board the context of the Group's strategy and policy and determine the outcomes required.
- Review and evaluate current and future external opportunities, threats and risks together with current and future internal strengths and weaknesses to ensure effective decision making.



- In conjunction with the Committee/Board as a whole, be accountable for the quality and effectiveness of the Business Plan in contributing to delivering long term sustainability for the Group.

#### Performance monitoring

- Ensure there are budgets for both revenue and capital expenditure agreed with the Group Board to drive the required outcomes.

#### Risk

- Within the agreed Group risk framework, contribute to the identification, management and reporting of risk within the terms of reference of the Committee/Board to safeguard the Group's assets.

#### Governance

- Ensure that the Committee/Board complies with all legal and statutory obligations and that all regulatory requirements are met.

#### Personal Development

- Be both well informed (undertake appropriate background reading, develop and maintain an appreciation of the key challenges faced by the Committee/Board and contribute specialist knowledge, expertise and/or experience.
- Contribute to creating and sustaining the "learning board" by participating in or leading board induction and development activities.

#### **Role Specification**

The board should possess the qualities required to be an independent member of the Committee/Board. Through annual individual and collective appraisal, the Group will ensure that members have relevant skills and experience.

#### Knowledge

- Understanding of current issues in affordable/social housing.
- Understanding of the social, economic and/or political context in which the Group operates.
- Understanding of the regulatory and compliance framework relevant to the Committee/Board.

#### Experience



- Experience of working with or for not for profit, public sector, private sector and/or social enterprise bodies.
- Experience of customer care and service delivery.
- Experience of operating in a climate of significant change and challenge.
- Experience of working as part of a team.

#### Abilities

- Ability to make a constructive contribution to meetings through preparation and understanding.
- Ability to understand complex issues, including financial information ability to take an active part in collective debate and decision-making ability to attend Committee/Board meetings, training and development events and other corporate activities which may be held in the evening and at weekends.

#### Skills

- Good interpersonal and communication skills
- Committee/meeting skills
- Good problem solving skills
- ICT literacy

#### Personal Qualities

- Commitment to the vision and values of the Group
- Commitment to equality and diversity in employment and service delivery
- High standards of personal and professional integrity

The details outlined in this Role Profile, particularly the principal accountabilities, reflect the content of the position at the date the Role Description was prepared. It should be remembered however, that it is inevitable that over time the nature of individual roles will change, existing duties may be lost and other duties gained without changing the general remit of the duties or the level of responsibilities entailed. Consequently, the Group will expect to revise this Role Profile from time to time and will consult the postholder at the appropriate time.

