

Customer Experience Panel Role



The Customer Experience Panel (CEP) is designed to encourage an open exchange of views and discussions to help Platform Housing Group (the Group) further improve operational performance. As a member of CEP you will be pivotal in ensuring that the Customer Voice is effectively heard by Boards so that services developed reflect customer views and experiences as much as possible.

As part of the CEP you will work closely with the Board and Executive team. You will take an active role as part of the panel to monitor and scrutinise delivery of customer services and associated key performance indicators, review customer satisfaction levels, and monitor the implementation of relevant customer facing strategies and policies.

What you'll be doing

- Monitoring the Group's compliance with the Regulator of Social Housing's Regulatory Framework Consumer Standards and suggesting any related improvements
- Monitoring and reviewing the Group's performance against the Together with Tenants Charter
- Monitoring progress of the implementation of the Group's Customer Experience and Customer and Community Engagement Strategies
- Reviewing customer feedback and insight and monitoring implementation of agreed improvement actions
- Supporting the work of the Group to deliver improvements to customer experience
- Reviewing the work of the Group's Customer Scrutiny Panel and ensuring that follow-up recommendations are implemented and/ or responded to by the Group
- Working closely with the Group Board to represent the Customer Voice

What we're looking for

Customers, including tenants, shared owners and leaseholders, that that have:

- An understanding of, and commitment towards, equality and diversity
- A passion to improve the customer experience of all customers
- An ability to see beyond own personal experience
- An ability to think strategically about the delivery of Platform services to all customers across all localities
- A positive and neutral outlook
- A professional approach towards all aspects of the role
- An understanding of social housing and a curiosity to know more
- An understanding the social housing regulatory framework or a desire to know more
- A commitment to customer engagement, scrutiny and good governance
- A commitment to Platforms vision and values
- An ability to look at things from a different point of view
- An ability to constructively challenge
- Respect for others' opinions
- Consideration and diplomacy
- Ability to work collaboratively as part of a team
- Confidence to actively engage in discussions and put ideas forward

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- Ability to critically review documents, including reports, policies and strategies and provide feedback
- IT skills, including communicating via email and participating in online meetings

Training and support

We will work closely with CEP to support you and ensure that you have access to the relevant information to undertake this role.

Training will be provided to support you in this role including a range of core learning modules that will be delivered through an online learning portal and bespoke training dependent on your individual requirements.

Level of commitment

As a member of CEP you will be expected to commit to bi-monthly meetings, which will require pre-work including reading of reports and papers to enable you to actively contribute your ideas, opinions and suggestions.

Between regular CEP meetings you will also be asked to review and feedback on a range of documents and take part in bi-monthly meetings, on a rota basis, to assess funding applications made to Platform Community Chest.

What's in it for you?

- Playing an active role in the development of a truly modern housing association
- Having direct input in the decision-making process on the issues that matter to all Platform customers
- Influencing the wider housing agenda by shaping our responses to national consultations
- Meeting new people
- Gaining knowledge
- Developing skills

Remuneration and expenses

CEP members will receive monetary remuneration of £2,500 a year. Members can opt to undertake this role on an unpaid, voluntary basis, if they choose to.

All reasonable expenses incurred by panel members undertaking duties for the CEP will be paid in accordance with the PHG expenses policy.

Our commitment to you

- We will value the role of CEP in representing the Customer Voice
- We will respect the CEP as a the voice of the customer in decision making and listen to all your suggestions and comments
- We will be open and honest with you
- We will let you know how your involvement has influenced what we do

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