

# Customer Voice Panel Role



**Listening and acting upon our Customer Voice is a number one priority for Platform Housing Group (the Group) to ensure that we deliver services that customers want and expect.**

**The Customer Voice Panel (CVP) encourages an open and honest exchange of views and discussions to help Platform continue to improve its services and overall performance.**

As a CVP member you will:

- Represent the voice of all customers at a strategic level and be pivotal in ensuring that our Customer Voice is effectively heard by our Board, so services reflect customer views and experiences as much as possible.
- Work closely with our Board and Executive team.
- Take an active role in monitoring and scrutinising delivery of customer services and associated key performance indicators.
- Review customer satisfaction levels and monitor the implementation of relevant customer strategies and policies.
- Also be a member of one of our two service panels: Customer Service Panel or Asset and Sustainability Panel. Although each panel focuses on related service areas, their purpose is the same and require the same abilities, skills and commitment from its members.

## 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 progress and performance against goals set out in relevant strategies.
- Reviewing customer feedback and insight and monitoring implementation of agreed improvement actions and Scrutiny Panel recommendations.
- Supporting the Group's work to deliver improvements to customer experience.
- Working closely with our Group Board to represent the Customer Voice.

## What we're looking for

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

- A passion to improve the customer experience of all customers.
- An ability to see beyond your 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 regulatory framework and a curiosity to know more.
- A commitment to good customer engagement, scrutiny and governance.
- An ability to look at things from a different point of view.
- A commitment to Platform's vision and values.
- 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.
- 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 CVP 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 learning modules, delivered through an online learning portal, and bespoke training dependent on your individual requirements.

## Level of commitment

As a member of CVP you will be expected to commit to attending 8 meetings a year, which will require pre-work including reading of reports and papers to enable you to actively contribute your ideas, opinions and suggestions.

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

The responsibilities of the CVP might fluctuate throughout the year, and members may choose to get involved in further projects at Platform to represent the CVP. However, we estimate that overall commitment for your main role responsibilities will equate to 2 working days, per month.

## What's in it for you?

- Playing an active role in amplifying the Customer Voice at a strategic level.
- 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 and developing skills.

## Remuneration and expenses

CVP members receive a payment of £2,500 a year. However, members can opt to undertake this role on an unpaid, voluntary basis.

All reasonable expenses incurred undertaking duties for the CVP will be paid in accordance with Platform's expenses policy.

## Our commitment to you

We will:

- Value the role of CVP in representing the strategic Customer Voice.
- Respect the CVP as the voice of the customer in decision making and listen to all your suggestions and comments.
- Be open and honest.
- Let you know how your involvement has influenced what we do.