

CUSTOMER INSIGHT COMMITTEE MEMBER ROLE PROFILE

Introduction

We are looking for exceptional people to join our Customer Insight Committee (CIC) who are able to scrutinise, challenge and help improve services for all Futures Housing Group customers. The CICs' responsibilities are delegated by the Board and are detailed within the Terms of Reference

1. CIC Member Role

The role of a CIC Member is to:

- 1.1. Act on behalf of the Board and in the best interests of the Company and the Customer;
- 1.2. Utilise individual skills and experience to contribute effectively; and
- 1.3. Comply with regulatory requirements in so far as they relate to the role of the CIC.

2. Responsibilities of a CIC Member

- 2.1. Support and contribute to the delivery of those responsibilities defined within the Terms of Reference;
- 2.2. Actively ensure those responsibilities are met collectively;
- 2.3. Add value to the work of the CIC by contributing experience, expertise and knowledge;
- 2.4. To build a constructive relationship with and between other CIC Members and with the Group's Co-Executive team;
- 2.5. To participate in group decision making by contributing to debate and challenging the views of others where appropriate;
- 2.6. To utilise skills and knowledge to analyse issues presented to the CIC;
- 2.7. To be an ambassador for and represent the CIC and the company if requested;
- 2.8. To ensure integrity in all aspects of the CIC's activities;

- 2.9. To apply specialist knowledge where appropriate to assist the CIC in making decisions; and
- 2.10. To work with the Chair to identify personal development needs.

3. Governance Duties

- 3.1. To offer the Board evidence-based assurance on compliance with statutory and regulatory requirements including, but not limited to, the requirements of the Consumer Standards under the Regulatory Framework;
- 3.2. To ensure compliance with the adopted Code of Governance and Code of Conduct, Standing Orders and Financial Regulations and any Group policies relating to CIC activity;
- 3.3. To uphold the core policies, purpose, values and objectives of the Group (including its commitment to equality and diversity);
- 3.4. To contribute to and share responsibility for decisions of the CIC;
- 3.5. To attend induction, training and performance review sessions and other such sessions or events as are reasonably required;
- 3.6. To be a frequent participant on the CICs online portal and read any papers or reports which are uploaded. To attend any meetings of the CIC and to read papers (as applicable) before meetings.

Person Specification Customer Insight Committee Member

Experience and skills

1. Experience of; or being a member of or working with Customer/Community Groups
2. Passion for doing what's right for the customer.
3. IT literate or aptitude for IT.

Abilities and knowledge

1. Ability to work creatively and effectively in a team;
2. Ability to understand and analyse complex issues;
3. Ability to express views succinctly and effectively;
4. To challenge constructively while respecting the roles and views of others;
5. Willing to suggest new ideas;
6. Integrity, honesty and ability to maintain confidentiality.

Personal attributes

1. Shares the vision, values and commitments of the organisation;
2. An effective decision maker;
3. An open, engaging and enthusing style;
4. Is passionate about their own personal development and take responsibility for identifying any learning and training requirements.
5. Committed to the values of accountability, openness, transparency and equality;
6. Has the time and energy needed to discharge the responsibilities of the post in an appropriate way.