

Independent Committee Member (Customer Service Committee) – Role profile

The Customer Service Committee has been established by A2Dominion’s Group Board to carry out the detailed examination and review of matters set out in its Terms of Reference and either make recommendations to the Board or, on delegated matters, to approve recommendations made to it.

The Committee is

Responsible for:

- Ensuring the Group complies with the Home, Customer Involvement and Empowerment, Home and Tenancy Standards established by the Regulator of Social Housing and Care Quality Commission standards
- Scrutinising proposals for customer performance indicators and targets for performance measures
- Oversight of compliance with and performance against the Housing Ombudsman Complaints Code

Accountable for:

- Monitoring achievement against agreed customer performance indicators.

The committee will also be consulted on a range of policy and strategy matters before they are approved by the Board.

KEY CRITERIA

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| Personal qualities | <ul style="list-style-type: none"> • Good independent judgement • Ability to moderate group discussions • Impartiality, integrity, fairness and confidentiality • Ability to constructively challenge • Tact and diplomacy • Respect for and respected and trusted by others • Effective networking skills and ability to build partnerships • Team player • Good communication and interpersonal skills • Strategic vision • Creative thinking • Ability to quickly process and analyse information • The desire and ability to be an ambassador for A2Dominion |
| Specific skills and experience | <ul style="list-style-type: none"> • Experience of drivers of customer satisfaction • Knowledge of methods for gathering, questioning and interpreting customer insight • Understanding or lived experience of housing services • Knowledge of consumer regulation and complaints management • Commitment to providing and improving quality housing |
| Other | <ul style="list-style-type: none"> • Understanding of legal duties, responsibilities and liabilities of being an Independent, non-executive committee member • Financial skills and awareness required to manage a business together with operational risk management experience • External perspective to support and influence executive teams • Time and commitment to the role • Awareness and understanding of diversity and equality issues |

1. Independent Committee Member Role

1.1 Independent committee members:

- Serve as part 1 or more committee taking collective responsibility for decisions made and recommendations to A2Dominion's Board
- Work closely with the Committee Chair and the Executive on the strategic management of the Group
- Act in accordance with the requirements described in the Group's Standing Orders and the Committee's Terms of Reference

2. Responsibilities of non-executives

2.1 Non-executives

- Provide leadership to A2Dominion
- Constructively seek assurance that the Group complies with all legal and regulatory requirements
- Help establish the objectives, values and mission for the Group
- Oversee the Group's management and financial performance in relevant areas
- Ensure the necessary human and financial resources are in place to succeed
- Use individual skills to contribute to an effective board or committee
- Bring ideas and experience from other organisations to aid continuing improvement to strategic process and service delivery within A2Dominion
- Represent the organisation positively and in line with its values and objectives
- Fulfil the functions of a non-executive as set out in the Group's Rules, Standing Orders and other governance documentation
- Promote equality and diversity throughout the Group
- Able to commit enough time to meet requirements of the role

3. Governance responsibilities

3.1 To promote high standards of governance with the provisions of the Group's adopted Code of Governance and other relevant codes or regulations

3.2 To contribute to effective and appropriate decisions based upon the principles of:

- Impartiality, declaring any potential conflicts of interest
- Acting in the best interests of the Group
- Independent thought
- Reasonable care, skill and diligence
- Collective responsibility

4. Terms of office

A Maximum of 9 years comprising an initial 3-year term, a further 3-year term and then up to 3, 1-year terms. Reappointment is subject to Board approval and is based upon performance.

5. Time commitment

Up to 4 formal committee meetings and 4 spotlight sessions a year. Other times, as necessary, to ensure the effective and efficient operation of the Group, learning and development and collective discussion.

6. Remuneration

£5,500 per annum payable monthly.

Payment of annual travel allowance.