

# Customer Senate

## **ROLE PROFILE**



### **Critical Function:**

Our Customers are at the heart of everything we do. The Customer Senate embraces this commitment and enables real scrutiny and accountability of the organisation and its services and ultimately paves the way for tenant led self-regulation.

### **Purpose:**

- The scrutiny of their landlord's performance and the making of recommendations to their landlord and the Board about how performance might be improved;
- To ensure that the policies and practices of River Clyde Homes meet the diverse needs of our customers.

### **Role Description:**

- Develop and promote the values of the company and ensure they are at the heart of everything the Senate does;
- Strictly adhere to the company's Code of Governance and Code of Conduct;
- Prepare for and attend Senate Meetings and any other working groups or partnership meetings;
- To undertake training when required to ensure skills and competencies are maintained at a suitable level to enable the Senator to carry out their duties in the best way possible for the company;
- Work for the greater good of all River Clyde Homes Customers and not for your own personal agenda;
- To be an ambassador for the company and champion it at all times;
- Declares any interests and is prepared to be excluded when any conflict of interest occurs.

# Key Competencies

## CUSTOMER

- To be a Senator you must be a River Clyde Homes Customer i.e. a tenant who pays rent or a factored owner
- Have knowledge of the Inverclyde area and its community

## TEAM WORK

- Be able to work in Partnership with Staff and Board Members
- Listen and respect the opinions of others
- Seeks consensus and accepts compromise where appropriate
- Be able to work as part of a team and share skills and knowledge to help other Senators
- Not represent the views of any political party or interest group

## COMMUNICATION

- Shares ideas
- Uses appropriate language
- Listens to the views of others

## BEHAVIOUR

- Adhere to the Code of Conduct
- Do not be judgemental
- Do not be aggressive or confrontational
- Support collective judgements
- Understand and respect confidentiality rules and requirements

## ACCOUNTABILITY

- Operate with a high degree of openness and transparency
- Publish reports and plans
- Reflect and respond to views/aspirations/priorities of the customer body

## KNOWLEDGE

- Understand the organisation's Scrutiny processes
- Have knowledge of the organisation's services, structures, objectives, standards governance arrangements, policies and procedures
- Understand the external standards, expectations and best practice of peer organisations
- To be able to take account of regulatory and legislative constraints placed on the organisation

## SKILLS

- Have the ability to analyse and interpret information and come to reasonable, balanced and proportionate conclusions
- Have the ability to question and challenge the views of others

## MANAGEMENT

- Have the ability to plan activities and review the progress of the plan
- Monitor the performance of the Senate

## DECISION MAKING

- Make balanced and reasonable recommendations based on evidence
- Respect the primacy of the River Clyde Homes Board

**Please don't be discouraged if you don't have a detailed answer for each competency – we don't expect you to be an expert in everything!**