

Appointment of customer member to Customer and Communities Committee

Recruitment pack



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Welcome from Nic Kershaw and Sue Lock

Thanks for your interest in the role of Customer Member on our Customer and Communities Committee. We're looking for two passionate customers to join our Customers and Communities Committee to play a key role in delivering our services.

At One Manchester, we pride ourselves on doing things differently. We're a dynamic housing association, managing over 12,000 homes across Manchester. Our vision is to create inclusive, connected and sustainable places where people can thrive and live well.

As a member of our Customers and Communities Committee, you will be pivotal in ensuring that the Customer Voice, is heard to continually improve customer experience to provide a quality service for all, and to ensure customer voice is central when recommending approvals to the Board.

Please take a look at our offer in further detail in this pack. And if you feel you have what we're looking for, then we really look forward to hearing more from you soon. Best of luck with your application!

Sue Lock
Chair of Customer and Communities Committee

Nic Kershaw
Chief Executive



Who we are

We're more than just a landlord

Formed in a merger between two of the city's biggest housing associations in 2015, we're now the largest social landlord in central, south and east Manchester.

We own and manage more than 12,000 properties, but we're more than just a landlord. People will always be at the heart of what we do. Our role as a trusted Registered Provider of Social Housing goes well beyond putting people in safe and secure homes. That's not to say it's not one of our key priorities – it's simply one of the many things we do to help our customers live happy and fulfilled lives.



We invest in new and existing homes for rent and sale, community facilities, and public space.



We provide money advice, wellbeing help, employment, training support and more.



We build strong partnerships to support inclusive growth and to build a brighter future.

Priorities that matter

Our plans for 2022-2025 are built around three priorities: People, Place, Prosperity:



People

Customers and colleagues are at the centre of what we do. We're committed to keeping everyone safe and treating people equally and fairly. We're determined to listen more to customers and use their feedback to shape our services. We want to recruit and keep talented colleagues who feel rewarded and inspired.



Place

Where you live can determine what happens in your life. We want to help people succeed by providing quality, affordable, secure homes to rent and buy - and build more to meet future needs. We're investing in sustainable communities that people are proud to live in.



Prosperity

We want our customers and communities to thrive, so we're committed to tackling inequalities and creating opportunities. We're determined to build more homes and regenerate more places, help more people find work and training, make their money go further, and live well.



What we're about

We're working towards a brighter future. Times are challenging, with growing inequalities, poverty, cost of living pressures and climate change.

We're committed to working in partnership with other organisations to address these issues for the benefit of our customers, the city and Greater Manchester.

At the same time, we're determined to provide better quality, safer homes and be more accountable to customers. We want those who live in our homes, both now and in the future, to prosper and live well as part of a thriving Manchester.



Our Vision

To create inclusive, connected and sustainable places where people can thrive and live well



Our Purpose

To provide good quality homes, great services and real opportunities for our customers and communities



Our Values

We're a values-led organisation. Our values are at the heart of One Manchester and everything we do.

Our shared HEART values create a connection between ourselves and our customers. They capture who we are, what we believe in, and what we stand for as an organisation.

We want everyone who deals with us to experience our values. To be more than just words, we must constantly make sure these values are positively seen and felt throughout our organisation.

Honest
Enterprising
Accountable
Respectful
Trustworthy



The Customer and Communities Committee

The role of the Committee is to provide assurance to the Board that the Customer Voice, and the Consumer Regulatory requirements, are shaping continuous improvements to customer experience and services, ensuring these factors are fully considered when recommending approvals to the Board to assist in their decision making. The Customer and Communities Committee ensures that the Customer Voice, is used to continually improve customer experience to provide a quality service for all, ensuring at the same time, compliance with the Regulator's Consumer Standards and the Housing Ombudsman's Complaints Handling Code and any other legislative requirements.

The current membership consists of three Board Members and one customer, who is also Chair of our Customer Scrutiny Panel. This recruitment drive will enable us to increase the membership of customers to three to ensure the customer voice is heard and is central to making recommendations to the Board.



Sue Lock
Chair of CCC &
Board member



Gillian Drakeford
CCC member &
Board member



Rabnawaz Akbar
CCC member &
Board member



Slawomir Pawlick
CCC member &
Chair of Customer
Scrutiny Panel

To read more about
One Manchester's
leadership groups
click the link:
[onemanchester.co.uk/
about-us/our-
leadership](https://onemanchester.co.uk/about-us/our-leadership)



or scan
the QR
code:

Who we're looking for

We're looking for two One Manchester customers who are passionate about representing the interests of their fellow customers. The successful candidates will have a good understanding of their neighbourhood and what matters most to customers and their local communities. They will also share our drive to make a difference locally, and will be dedicated to improving our communities and playing their part in making things better for our customers.

Our Customer and Communities Committee plays an essential role, ensuring our services are well run, we're delivering on our promises, and achieving the best outcomes for our customers. Our Customer and Communities Committee members will play a key role in ensuring the decisions made by the Committee, and ultimately the Board, are made with our customers at heart.

We're looking for someone who can demonstrate the following:

- Ability to commit time to the role and attend regular Committee meetings.
- Ability to act ethically and be punctual.
- Commitment to equality, diversity and inclusion.
- Ability to work collaboratively with other Committee members, Board members and stakeholders.
- They are aligned with our HEART values.
- Ability to use their lived experience to inform the Committee and maintain a 'customer-first' focus on all decisions made by the Committee.

As a non-profit, community-based housing provider, we're committed to equality, diversity and inclusion, and we work to ensure our Board and all its Committees are made up of people from all backgrounds to help us make a real difference to the lives of our customers and communities.

Length of term

Our Customer Committee Members will be appointed to a three-year term, for a maximum of six years (2 x three-year terms).

Salary

In return for their hard work and time, our Customer and Communities Committee member will receive £4,350 per year. All our Board & Committee Members are engaged on service contracts and are subject to PAYE deductions.

Time commitment

We ask that our Committee members attend up to six Committee meetings per year, from time to time, this may also include Strategy Days, and/or training events.



Role description

Main obligations:

- ◆ The main purpose of the Customer and Communities Committee role is to work with the rest of the Committee to provide assurance to the Board that the Customer Voice, and the Consumer Regulatory requirements, are shaping continuous improvements to customer experience and services, ensuring these factors are fully considered when recommending approvals to the Board to assist in their decision making.
- ◆ The Customer and Communities Committee members will ensure that the Customer Voice, is used to continually improve customer experience to provide a quality service for all, ensuring at the same time, compliance with the Regulator's Consumer Standards and the Housing Ombudsman's Complaints Handling Code and any other legislative requirements.

Principal accountabilities

- ◆ Define and ensure compliance with the values and objectives of the association, and establish policies and plans to achieve those objectives.
- ◆ Contribute to and share responsibility for the Committee's decisions, including the regular review of One Manchester's compliance with the Consumer Regulatory Standards and recommend approval to the Board.
- ◆ Ensure that One Manchester operates within agreed customer facing policies where appropriate, and otherwise agree policies.
- ◆ Holding One Manchester to account and the monitoring of key performance indicators such as Tenant Satisfaction Measures (TSMs), Repairs & Maintenance, Adaptations and Complaints.

Core skills and competencies

We're looking for a Customer and Communities Committee members who can demonstrate the following core skills and competencies:

- ◆ Capacity to develop effective working relationships with people, e.g. Board and Committee members, Executives, colleagues, and key stakeholders.
- ◆ Proven ability to use their skills in a team context.
- ◆ Willingness to use networks and networking skills for the benefit of organisation.
- ◆ Ability to analyse information and make considered judgements.
- ◆ Good communication skills, including listening, questioning and the ability to summarise large pieces of information.
- ◆ Ability to make sound and incisive decisions, and assess risk and reward.
- ◆ Ability to contribute to Committee discussions and decision-making, and apply knowledge and experience appropriately to the work of the Committee.
- ◆ Maintain standards of probity.
- ◆ Comfortable with electronic communications and have ready access to the Internet and email.



Other skills

We're looking for someone who can demonstrate:

- ◆ Commercial acumen and analytical skills.
- ◆ A strong track record of delivering business change and strategic IT projects.
- ◆ An active interest in social housing and a willingness to learn and develop in this field.
- ◆ An insight and knowledge of Greater Manchester, as well as our complex regulatory environment would also be desirable.

Eligibility

Candidates must be 18 years of age or over. They must not be:

- ◆ Bankrupt or subject to an agreement with creditors.
- ◆ Disqualified from acting as a director or trustee (or equivalent) for any reason.
- ◆ Convicted of an indictable offence which is not or cannot be spent.



How to apply

To apply for this role, please submit the following:

- A CV setting out your career history, detailing your key responsibilities and achievements.
- A personal statement highlighting your most relevant skills and experiences, ideally in no more than two pages.
- Details of two referees whom we would be able to contact at shortlist stage with your consent.

Please ensure that your application reaches **Hayley.Gallagher@onemanchester.co.uk** no later than 4pm on **Wednesday 9 October 2024**.

Final interviews to be held **Wednesday 23 October 2024**.

If you have any queries in relation to the application process, need additional information, or wish to have an informal and confidential discussion regarding this fantastic opportunity, please contact:

Hayley.Gallagher@onemanchester.co.uk or call us on **0774 173 6224**.

We will respect the privacy of any initial approach or expression of interest in this role, whether formal or informal.

