

Customer Scrutiny Team Role

The Customer Voice Strategy was launched in January 2021 to give confidence to customers that we are serious about listening and acting on what they say.

The Customer Scrutiny team is integral to the 'influence Board and drive performance' objective within the strategy.

Our vision is that:

'The Customer Voice is heard, respected, valued and acted on throughout One Manchester and is core to who we are as an organisation and how we deliver services to our customers.'

About the role

The Customer Scrutiny team will advise, scrutinise and challenge the performance and ways of working against the Customer Voice Strategy, Together with Tenants Charter and our customer service standards and commitments.

The team will also provide independent assurance to the regulator about the quality and adherence to expectations set out in the Consumer Standard and Social Housing White Paper.

The group will be an inclusive mix of One Manchester customers with a range of skills and knowledge.

The role is voluntary; however, your expenses will be covered.

Why should you get involved?

Our end goal is to deliver a brilliant customer experience every single time, and whilst we have some ideas of our own, we'd love to shape our future together with you.

Through your work within the Customer Scrutiny team, you will build new or develop existing skills whilst learning about how One Manchester operates. You will be given the training and guidance needed to support you within the role and your contribution will be recognised.

What you will be asked to do

- Give an independent and objective view of services provided by One Manchester

- Undertake and oversee customer-led scrutiny activities as detailed in the Customer Scrutiny team schedule of work
- Make evidence-based recommendations to the Leadership Management team
- Form an integral part of One Manchester's governance through effective links with Place Committee, Audit Committee and One Manchester Board
- Provide constructive feedback on the delivery of One Manchester's Customer Voice Strategy and develop and improve the ways One Manchester engages with customers
- Actively monitor the implementation of recommendations made to One Manchester through the scrutiny of services
- Understand performance measures across One Manchester and highlight exceptions and areas of poor performance

Skills and experience

For this role, we'd love to hear from you if you:

- are able to review and challenge performance information
- can commit to the time required for the role
- have the ability to make fair and factual judgements
- possess excellent verbal and written communication skills
- have experience of working within a framework or to set policies, procedures or standards
- can work with others and respect different views

Desirable

- Experience or understanding of scrutiny

Who can apply?

If you are a One Manchester customer who's keen to help shape our future and provide a customer perspective, then we want to hear from you.

Our Customer Scrutiny team will represent our customer base and we welcome applications from all backgrounds.

How to apply

In the first instance please contact us for an informal chat to discuss the requirements of the role. This will be followed by an interview and selection process to demonstrate applicants have the necessary skills.

Please email customervoice@onemanchester.co.uk or call/text Wendy on 07848 024721.