

## Neighbourhood Network (NN) Member Role Profile

<b>Purpose</b> <ul style="list-style-type: none"> <li>To ensure that the voice and views of Arches Housing customers influences and informs decision making within the organisation and by the Board. To help shape service delivery for all Arches customers. It will be a constructive, positive and 'critical friend' and will drive changes that deliver high levels of customer satisfaction with Arches services.</li> <li>To strengthen the role of customers in the governance of Arches Housing.</li> <li>To hold Arches Housing to account in delivery of it's resident engagement strategy and neighbourhood plans.</li> <li>To hold Arches Housing to account in how it delivers services to its customers.</li> </ul>		<b>Other</b> <p><b>Term:</b> Three year or less in accordance with term of office</p> <p><b>Next review of this Role Profile and Person Spec:</b> March 2025</p>
<b>Specific Responsibilities – Role Profile</b> <ul style="list-style-type: none"> <li>To ensure that the voice and views of Arches Housing customers influences and informs decision making within the organisation and by the Board. To help shape service delivery for all Arches customers. It will be a constructive, positive and 'critical friend' and will drive changes that deliver high levels of customer satisfaction with Arches services.</li> <li>To strengthen the role of customers in the governance of Arches Housing.</li> <li>Use customer insight to monitor service delivery in an objective way.</li> <li>Work with Arches Housing staff to ensure the service meets the strategic and business objectives of the organisation, and the Regulatory Standards for Social Housing sector.</li> </ul>		
<b>Person Specification</b>		
<b>Knowledge &amp; experience</b> <ul style="list-style-type: none"> <li>The ability to see beyond their own experiences and take an objective view when presented with information or data.</li> <li>The ability to constructively challenge and probe when presented with information or data.</li> <li>The ability to act in a way which is Impartial, fair and maintains confidentiality.</li> <li>Has respect for others and the ability to demonstrate this in interactions.</li> <li>Effective communication and people skills</li> <li>The ability to work with others to achieve shared aims.</li> <li>An understanding of social housing sector and a willingness to develop this.</li> </ul>	<b>Skills &amp; attributes</b> <ul style="list-style-type: none"> <li>The ability to think strategically about the services delivered by Arches Housing to all its customers.</li> <li>To have an objective approach to reviewing and monitoring services.</li> <li>An awareness and understanding of diversity and equality issues.</li> <li>Time and commitment to the role</li> <li>A high level of Integrity</li> <li>Tact and diplomacy</li> <li>A passion for the services provided by Arches Housing.</li> </ul>	
<b>Organisational</b> <ul style="list-style-type: none"> <li>Ability and commitment to use customer insight to monitor service delivery in an objective way.</li> <li>A commitment to work with Arches Housing staff to ensure the service meets the strategic and business objectives of the organisation, and the Regulatory Standards for Social Housing sector.</li> <li>A commitment to meaningful customer involvement and scrutiny with a focus on outcomes</li> <li>A commitment to improving services for all Arches Housing customers.</li> <li>A commitment to customer involvement, scrutiny, and good governance</li> <li>A commitment to Arches Housing's vision and values</li> </ul>		
<b>Other requirements for Neighbourhood Network Members</b>		
<b>Equality, Diversity and Inclusion</b> <ul style="list-style-type: none"> <li>Uphold Equality laws which prohibit discrimination on grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation and impose positive duties to eliminate unlawful discrimination and promote equality.</li> <li>Be aware of and identify obstacles that may prevent customers from contributing to its work.</li> <li>Awareness of the diverse communities in which Arches Housing operates.</li> </ul>	<b>Time commitments</b> <ul style="list-style-type: none"> <li>Time commitment of 10 to 14 days per year (aprox. 1 day per month). This includes the formal Neighbourhood Network meetings, individual preparation time for meetings (reading of papers etc.), training, and working on 'task and finish group' activities.</li> <li>There may be other time commitments including induction programme or attending strategy days.</li> </ul>	