

## **Customer Services Committee**

We're committed to good quality services and great customer experiences and the purpose of the customer services committee is to:

Oversee the effectiveness of the service performance and related standards including:

- setting the standards,
- monitoring compliance with them and
- reporting performance to the Board and our customers.

Customer services committee members will:

- Agree and approve service related strategies and initiatives for recommendations to the Board.
- Ensure new and existing services are responsive and valued by the customer.
- Actively seeks customers input and insight to inform decision making.

Working to the aims and objectives of the committee, to our Board Charter and commitments and VIVID values (a great customer experience, challenge and change, work as one team), the committee ensures customer consultation informs key services.

### **Membership**

3 committee members will be residents

### **Criteria**

Resident members of the CSC must be:

- Living in the property
- Tenant – general needs customer, or
- A leaseholder – a shared owner

And:

- One resident member will be the Chair of VIVID impact.

Residents are not able to apply if they are:

- In breach of a court order.
- In legal dispute with ourselves.
- Involved in an active ASB case.
- Are in extreme arrears with no payment plan in place.

### **Term**

The Board will appoint members to the Committee and review membership annually. Resident members will serve for 1 year.

### **Time commitment**

On average 2 – 6 hours per month.

### **Frequency of meetings**

The Committee will normally meet 4 times a year, unless a specific activity requires more regular meetings.

### **Skills and attributes:**

CSC member should be able to demonstrate the following skills and attributes.

- Analysis and challenge;
- Strategic thinking and decision making;
- Customer and stakeholder relationship management;
- Team working and strong interpersonal skills.

### **Essential criteria:**

- Considers the impact of decisions upon a wide range of current and future customers.
- Able to interpret data including quality, satisfaction and financial data.
- Able to use data to challenge and make evidence-based recommendations and decisions.
- IT literate – able to use a wide variety of software including email, word processing, apps, video-conferencing and meeting tools.
- Good level of literacy and numeracy.
- Good communication and interpersonal skills including listening, constructive challenge.
- Able to build relationships with customers, VIVID Officers, Committee and Board Members.
- Committed to equality, diversity and inclusion.

### **Desirable criteria**

- Experience of working in groups.
- Involvement in the wider community or within a charitable organisation.
- Experience of any of the following: research and insight, customer engagement, customer services, customer experience, quality management.