

Role description

Role Name: Tenant Board Member

Who: Open to all tenants and leaseholders (x1 space on board for leaseholder) of Babergh & Mid Suffolk District Councils

Time commitment and frequency: At least four x 2-hour meetings a year, plus preparatory time to review meeting content, reports and papers.

Main purpose

This is the most formal and involved tenant role.

Tenant Board members are there to hold the council's housing service to account on its performance. Their role is to scrutinise and monitor the performance of the housing department and to provide reassurance to all tenants and the rest of the organisation that they are compliant with the Social Housing Regulations, Consumer Standards and that we have the tenant's best interests at heart.

This is perfect for those who have a keen interest in social housing and have the availability, skills and knowledge to be able to commit to this challenging, yet rewarding and important role.

Duties and responsibilities

- Monitor compliance with the Regulator's Consumer Standards and Charter for Social Housing Residents
- Monitor compliance with Health and Safety and Building Safety Compliance
- Monitor performance and tenant satisfaction levels through oversight of the Tenant Satisfaction Measures and the progress against any associated action plans
- Review and sets Tenants Influence budget
- Utilise information from the Digital Tenant Sounding Boards and other roles/groups to make decisions and recommendations
- Commission 'Deep Dives' or 'Task and Finish' exercises/service reviews in areas where performance isn't where it should be
- Ensure the Board are acting in the best interests of all tenants
- Decision making via evidence-based reports
- Formerly sign off any tenant facing strategies, policies or papers that are due to go to Cabinet or Committee for formal council approval
- Monitor performance against service standards
- Attend at least four meetings a year, ensuring that reports and information provided has been read before the meetings

Person specification

The Person Specification focuses on the knowledge, skills and experience required to carry out the role effectively. If a candidate doesn't have this but is enthusiastic to learn, then training will be provided.

A Tenant Board Member must be able to demonstrate:

Digital skills

Candidates must have basic computer skills enabling them to use the internet for email and research purposes. Papers will be distributed digitally for meetings and training will be delivered online.

Knowledge and experience

- An understanding of how social housing operates and of the relationship between landlord and tenant is important.
- The following would be useful but not all is needed to apply for the role:
- Experience in analysing figures and data.
- Understanding the roles and responsibilities of local government.
- Knowledge of construction and / or building maintenance.
- Understanding government legislation on Housing provision and standards.

Skills/attributes

Successful candidates will be good team players who are happy to use discussion and research to come to group decisions.

Be able to respectfully challenge and scrutinise.

Our values

- Empowering, valuing and developing our people
- Valuing our customers
- Being open and honest
- Taking ownership
- Being ambitious

Equality and diversity

Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).



Our Values

...we believe in



OUR CUSTOMERS

BEING AMBITIOUS

TAKING OWNERSHIP

BEING OPEN and HONEST

OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.