



Wythenshawe
Community Housing Group



**Join
us!**

**CUSTOMER EXPERIENCE
COMMITTEE**

**TENANT AND LEASEHOLDER
RECRUITMENT PACK**



Welcome to Wythenshawe Community Housing Group (WCHG)

Thank you for your interest in Wythenshawe Community Housing Group. This pack explains who we are, what we need from our new Customer Experience Committee members and what you need to do to apply.

It is important to Wythenshawe Community Housing Group that our governance community reflects the communities we serve and therefore we welcome applications from all backgrounds. In line with this commitment to equality and diversity, we kindly request that you complete the equalities section of the application.

At Wythenshawe Community Housing Group, we share a vision for transforming lives and revitalising neighbourhoods. It's who we are.

Do you want to apply, or have an informal chat about the role and organisation, or ask any questions? Call me on 07525 905 032 or email me on sarah.klueter@wchg.org.uk

Kind regards,

Sarah

Sarah Klueter
Director of Customer Experience

📞 07525 905 032

✉ sarah.klueter@wchg.org.uk





Background

Wythenshawe Community Housing Group is seeking to appoint a new committee member to join its Customer Experience Committee. The successful candidate will take up a place on the Committee for an initial three-year term with the possibility of a second three-year term. The role is 8-12 hours per month and the pay is £3,500 a year.

We are looking to recruit someone who has the knowledge and experience set out in the person specification but diversity, in all its forms, is equally as important to the Board. We would like to recruit a candidate who comes from a background that is under-represented on our committee. Currently under-represented are Black, Asian and minoritised ethnic communities as well as the LGBT+ community.



Our Governance Structure

Our Board is the senior governance body within Wythenshawe Community Housing Group and sets the mission, strategy, corporate and business plans, and policy for the Group as well as overseeing performance against these.

The Board is supported by a number of Committees.

The powers of committees are delegated by the Board and set out in the Terms of Reference of the committees:

- Customer Experience Committee
- Audit and Risk Committee
- Development Committee
- Governance and Remuneration Committee





About Us

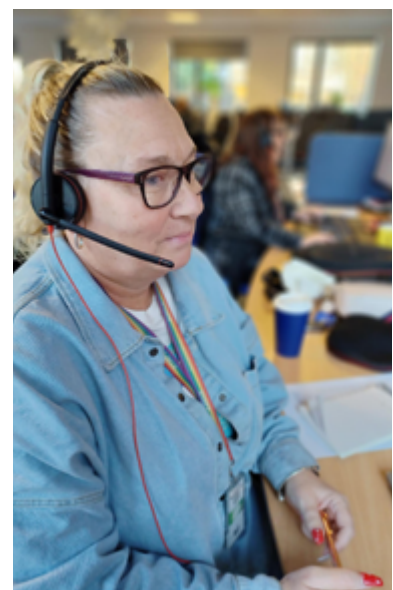
Wythenshawe Community Housing Group (WCHG) manages almost 14,000 properties, providing homes for more than 29,000 people in Wythenshawe, South Manchester.

Our purpose is to provide good quality homes and services to our tenants and leaseholders and to play a leading role in creating safer, healthier communities. We have a strong development portfolio which aims to deliver on average 1,100 new homes over the next five years with £195m estimated investment, leaving a lasting legacy in our communities.

Our nine guiding principles help us deliver our purpose. We:

- Put tenants and leaseholders first
- Respect the diverse needs of our customers
- Develop and support our community directly and through partnership
- Are a leading custodian of Wythenshawe's green spaces in line with its 'Garden City' heritage
- Invest in homes and reduce our carbon footprint
- Balance the interests of our current and future generations
- Invest in an inclusive staff team
- Are financially resilient and strong
- Have a business head and a social heart

Our corporate plan 2023-26 sets the tone and vision of our business. The important focus on homes, services and communities from our purpose has a clear golden thread through to the strategic themes and objectives of our plan. The first four strategic themes build upon the themes of our 2020-22 Corporate Plan - Living Well, Great Places, More Homes, Smarter Business - and we've added two important new ones – Value for Money and Carbon Reduction.





Time and Pay

The total time commitment is estimated at 8-12 hours per month which includes six formal face-to-face meetings a year, as well as Away Days and joint sessions with the Board and other committees.

Other activities include induction, appraisal, and training/development commitments. The successful candidate will also be encouraged to visit Wythenshawe Community Housing schemes and services, to allow you to gain a better understanding of the activities of the Group.

The remuneration for a committee member is £3,500 per annum. Members will be reimbursed for out-of-pocket expenses such as travel, in accordance with our Expenses Policy.

Customer Experience Committee meeting schedule 2024/25

- 9th July 2024
- 10th September 2024
- 12th November 2024
- 14th January 2025
- 11th March 2025

Meetings are usually 4.30pm - 6.30pm.

Away days are a full day, usually 9.30am - 3pm.

Support and training

Individual and group training will be provided to support the successful candidate. This will be agreed with you but may include, how to contribute effectively in a meeting, using a computer, having a buddy, having a mentor.





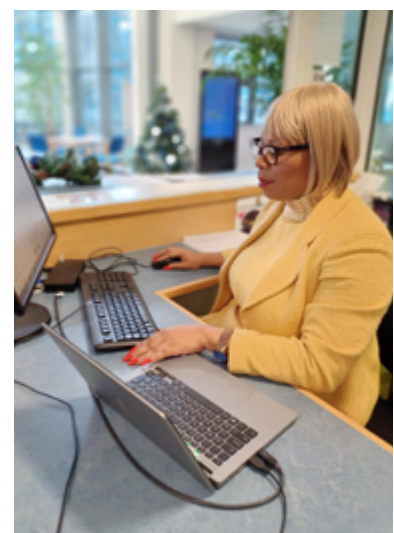
The role of the Customer Experience Committee

The role of the Customer Experience Committee is:

- Support the Board of Wythenshawe Community Housing Group by undertaking the detailed consideration and monitoring of services provided to tenants, leaseholders and shared owners and, where necessary, providing advice and making recommendations.
- Consider the customers' experience of services and ensure that services are well managed, deliver value for money, and appropriately manage risk.
- Scrutinise the effectiveness of arrangements to ensure customer feedback is received and that this meaningfully influences decision making.
- Scrutinise the operation of a fair and appropriate customer complaints policy and procedure and scrutinise the performance of the business in handling customer complaints.
- Oversee the implementation of the strategies and policies that matter most to our customers, including: Income & Service Charges; Repairs & Maintenance; Tenancy Management; Allocations; Asset Management; Fire Safety
- Consider and approve customer focussed strategies, policies, plans and procedures

Making a Difference

Examples of recent work completed by the Committee include, reducing the time customers wait on the telephone, creating a new Anti-Social Behaviour strategy and action plan, and improving communications to customers.





The role of Committee Member

Committee members will:

- Apply their skills, knowledge, time and experience to actively contribute to the committee's work in discharging its responsibilities as set out in the Terms of Reference for the committee.
- Support and constructively challenge, as necessary, the Group's Executive Team and other officers.
- Attend functions, away days and other meetings as required.
- Keep their knowledge and skills up to date, participating in appropriate learning and development activities that aim to maintain and develop competence and improve performance.
- Promote and champion the organisation's values.
- Establish and maintain constructive working relationships with non-executive colleagues, executives, and officers.
- Attend, prepare for and participate in Committee meetings.
- Comply with the Group's Code of Conduct.
- Display passion, energy, and enthusiasm for the role and for Wythenshawe Community Housing Group's purpose and values.
- Be committed to working in the best interests of current and future residents.
- Be confident in making independent and critical judgments and in facilitating debate to ensure risks and alternative courses of action are properly considered.
- Possess a high degree of credibility and integrity.
- Work in a collaborative, open and engaging style.
- Be committed to accountability, transparency, and equality of opportunity.
- Be self-aware and open to feedback and personal development.
- Have computer literacy and language skills to be able to access meetings and participate effectively. Support will be provided to help with this if needed.





Role Profile - Key Responsibilities

- Build and maintain effective and constructive working relationships with other members of the Committee and WCHG colleagues.
- Prepare adequately for meetings by reading and accessing all relevant papers and reports, seeking clarification from authors as required (preferably in advance of the meeting).
- Act as an ambassador and representative for the organisation, upholding the reputation of WCHG and its values, objectives and principles.
- Act in accordance with the Code of Conduct.
- Apply personal expertise with due regard to both the business and social aspects of the organisation.
- Have awareness of, and keep up to date with, sector issues.



We are particularly interested in hearing from candidates who have current experience of being a tenant or leaseholder.

Personal Behaviour and Style

- No previous experience of committees or housing management is required.
- Committed to working in the best interests of current and future customers.
- Able to develop and maintain strong and effective relationships with others.
- Committed to the values of the organisation, including Equality, Inclusion and Diversity and the aims of the social housing sector.
- Honest, trustworthy, reliable and respectful.
- Works in a collaborative, open and engaging style.
- Is self-aware and open to feedback and personal development.
- Willing to devote the necessary time to their duties.





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Community Housing Group