

## Tenant Committee Chair role description

### Role purpose

The Chair of the tenant committee will have a lead role in ensuring that the work of the committee is carried out effectively, independent and with the utmost probity at all times. They will keep the needs of the tenant at the forefront of all decision-making.

They will bring their recent and relevant senior leadership expertise and experience to the role with an ability to independently shape strategy, promote continuous improvement in line with best practice and comply with the requirements of regulation and legislation.

The role requires a competent and strong ability to chair the committee and to be prepared and actively seek assurance from the Group where appropriate.

### Key responsibilities

In addition to the roles and responsibilities set out within the Non-Executive Director role description, the chair must:

- Lead and motivate committee members to ensure that the collective undertakes its duties as set out in its terms of reference (see Appendix 1). Please note that the terms of reference may be amended by the board from time to time
- Build and maintain effective and constructive working relationships with officers, non-executive members and stakeholders
- Ensure all members have an opportunity to contribute and work as a team
- Ensure key issues are discussed in a timely manner and with appropriate, accurate information provided to support decision making
- Support the effective induction of new committee members and the ongoing development of the board
- Provide feedback to the board using internal processes agreed from time to time
- Work with officers to set future agendas and manage the meetings to ensure that sufficient time is allowed for discussion of complex or contentious matters
- Identify areas for further collective development to support committee discussions
- Participate in individual appraisals and reporting on the collective performance of the committee as determined by the board and its committees

This role description is not exhaustive and serves only to highlight the main requirements of the post holder. The role description will be reviewed regularly and may be subject to change.

## Tenant Committee Chair person specification

Criteria	Method of assessment
<b>Experience</b>	
1. Previous board/committee experience, preferably in the role of the chair	CV / supporting statement Interview
2. Lived or other in-depth experience or knowledge of the sector and our tenants	CV/supporting statement / interview
3. Experience of operating within a regulated environment	CV / supporting statement Interview
<b>Skills, ability and knowledge</b>	
4. Ability to build relationships based on trust and respect.	CV / supporting statement Interview
5. Ability to challenge effectively	CV / supporting statement Interview
6. Excellent communication and listening skills	CV / supporting statement Interview
7. Ability to evaluate performance	CV / supporting statement Interview

## Appendix 1

### **Progress Homes Tenant Committee Terms of Reference**

#### **Purpose**

To hear the customer and tenant voice.

To shape, influence and review service delivery and performance based on tenant experiences when compared alongside outcome measures e.g. Key Performance Indicators and Tenant Satisfaction Measures, with a focus on continuous improvement.

To contribute to an annual report to Board on how the committee has heard the tenant's voice.

#### **Constitution**

1. The Committee shall comprise of up to nine members who are deemed to hold the appropriate skills to enable the committee to effectively discharge its responsibility.
2. There will be a minimum of one and maximum of three Parent Board non-executive directors on the Committee.
3. The committee will aim to include a majority representation from tenants.
4. Within its maximum membership, the committee may be supported by the appointment of up to two independent Committee members (i.e. they do not serve on any board within the Group).
5. The quorum of the Progress Homes Committee shall be three with at least one Parent Board non-executive director.
6. The Chair of the Progress Homes Committee can be either a Parent board non-executive director or tenant.
7. The Deputy Chair of the Progress Homes Committee will be selected by this Committee and can be any member.
8. The board will appoint the chair and all other members of the committee.
9. The Chair of the committee may invite officers, other board members, independents, auditors or others to attend meetings and provide pertinent information, as necessary.
10. The Committee will meet quarterly as a minimum, at least one of which will be a joint meeting with the RWP committee.

#### **Terms of Reference**

11. The Progress Homes Committee is authorised by the Group and subsidiary Boards to act on their behalf in relation to the matters outlined below.
12. The responsibilities and functions of the Progress Homes Committee are to:
  1. Support the work of the Tenant Voice – Improving Services group to improve the service delivery of Progress Homes as may be requested from time to time.
  2. Monitor Progress Homes satisfaction data and tenant insight to help identify and drive service improvements.
  3. Receive regular reports on Progress Homes' complaints and performance and any Housing Ombudsman determinations to provide comments on any learnings identified through the process.
  4. Scrutinise performance which has a tenant impact against the requirements of the Consumer Standards and other key performance indicators agreed with tenants and provide comment to Parent Board.
  5. Review and monitor delivery of the Customer Voice Strategy.
  6. Review annual reporting and other performance and information reports to tenants.
  7. Review and comment on the priorities within the Progress Homes business plan with a focus on Customer Promises.
  8. Provide support to the Group Board in the discharge and delegation of its duties.
13. The committee is authorised as necessary to obtain external legal or independent professional advice.
14. Each meeting agenda will include standing items:
  - We Said We Did' to confirm actions and outcomes achieved by the committee.
  - the committee to consider any items to be fed back to the Parent Board.

A full review of the committee actions against this terms of reference is undertaken each year and reported to Board.