

Role Profile: Aspire Customer Panel Member

Role Purpose

ASPIRE Panel Members will help to ensure Stockport Homes are delivering excellent services to customers and monitor and challenge performance. The ASPIRE Panel provides an important link to the Board and customers will hold Stockport Homes to account on the things that really matter to customers.

The ASPIRE panel supports the delivery of Stockport Homes' business plan theme: *'Excellent services steered by customer voice.'*

Key Responsibilities

ASPIRE panel members commit to:

- Uphold the culture and values of Stockport Homes and observe the Code of Conduct.
- Work in partnership with Stockport Homes' staff and managers.
- Develop constructive relationships with staff, customers and the Customer Focus Committee.
- Consider all professional advice and request additional support and clarification whenever necessary.
- Promote equality and diversity within Stockport Homes, acting in the best interest of all customers and not in the interests of an individual or group.
- Keep informed of wider developments in social housing and share knowledge and learning as appropriate.
- Represent the panel and SHG at internal and external events, as appropriate.
- Not act in a way that could bring SHG into disrepute. Panel members must not act in anyway, including posts on personal social media accounts, that cannot be justified to the Boards, customers, staff, stakeholders or the wider public.

Skills, Knowledge and Attitudes

Bringing your experience of being a Stockport Homes customer, ASPIRE Panel Members will:

- ★ Be eager to learn and self-motivated.

- ★ Have an enquiring mind and an interest in improving services for all customers.
- ★ Be interested in social housing and how Stockport Homes operates.
- ★ Have an understanding and commitment to equality and diversity, promoting inclusivity and working co-operatively with others.
- ★ Confident communicating within a group and respectful of other opinions.
- ★ Competence in, or willingness to learn, basic IT skills.
- ★ Prepared to review and examine information, ask questions and challenge in a constructive way.
- ★ Willing to do tasks and complete training in between meetings.
- ★ Able to commit sufficient time to fulfil the role requirements on a regular basis.
- ★ Respectful of and able to maintain confidentiality of information.