

Role Profile – Operations Committee Member (Tenant)

Purpose of the Role

1. To work as a member of our Operations Committee by sharing your experience and knowledge to help shape our policies and review service delivery in the best interests of other tenants and the wider community.
2. To help us keep a strong focus on our tenants' needs and safety.
3. At all times working with us, helping us to ensure we are well run, managed and with tenants' best interests at heart.

Purpose of the Operations Committee

- Providing feedback to the Strategic Board that Operations committee have confidence in the performance, quality and value for money of all services provided to our tenants. This includes tenancy services, customer services, resident engagement, property management, repairs, community projects and support services for our more vulnerable tenants.
- Working with independent committee members, staff and supporting specialists to give confidence to the Strategic Board that legal and regulatory requirements are being met. Operations committee has a particular focus on health and safety, safeguarding (ensuring the wellbeing and rights of vulnerable people are protected) and equality, diversity and inclusion.
- Reading, commenting and approving policies affecting our tenants.

Key Responsibilities of the Committee Member

- Holding us to account ensuring our service standards and targets are met and that tenants' priorities inform the decisions we take.
 - To Helping shape the way in which we involve tenants in the work that we do.
- To help us make sure that we comply with our regulatory standards ensuring at all time that we are well run and managed..
- Building good working relationships with other committee members, the Executive Team and other staff and tenants participating in the meetings.
- Acting in the best interest of Havebury, upholding our values and carrying out your role and responsibility in a way which adds to public confidence and trust.

- Maintaining absolute confidentiality about all sensitive/confidential information received during your time with us.
- Attending committee meetings and other events when required, ensuring you've read the papers and are prepared to play an active role in having your voice heard at the meetings.
- Making sure that appropriate standards of behaviour are maintained as set out in the Code of Conduct.

Time Commitment

Approximately four or five evening meetings a year, usually held between 5pm and 7pm on a weekday evening. Plus additional time spent preparing for the meeting, reading papers and occasional other meetings with committee members and/or our team. We usually hold a couple of away days each year, usually on a Friday.

Person Specification

Experience

1. Tenant, or household member, in a Havebury Housing Partnership home.
2. Knowledge and experience of **one or more** of the following:
 - living in, or have lived in, social, affordable or shared ownership housing.
 - Experience of the needs and issues of our local communities.
 - Knowledge and experience of either tenancy management, repairs and maintenance, health and safety, supported housing or customer service.

Competencies and Skills

1. **Commitment to Havebury values** - You will be able to show commitment to our values of 'respecting, engaging and fair'.
2. **Customers** – Ensuring that our tenants needs, concerns and safety are at the heart of the committee's decision-making and scrutiny.
3. **Team working** - You will enjoys working as part of a team..
4. **Decision-making** – You will be able to understand performance information and reports to come to a view that is in the best interests of our organisation.
5. **Communication** – You will have good listening skills and will be confident enough to be able to ask questions and have your views heard.

6. **Equality and diversity** – You will be able to show a clear commitment to equality, diversity and inclusion.
7. **Integrity** - You will understand the role of a committee member, will be open, transparent, and maintain high standards of confidentiality.
8. **Technology** – You will be expected to operate a laptop, or similar device, and be able to access simple programmes to carry out your work with us. (Support will be provided).

Additional Information

All Board and Committee Members must be able to:

- Attend the agreed schedule of committee meetings plus occasional other meetings and events each year, (they are arranged a year in advance).
- Not work for or be involved with any organization, such as one of our contractors or another housing association, that would consistently create a potential conflict of interest. This includes making an annual declaration of interests.
- Be prepared to undertake induction and training as agreed with the Chief Executive and Company Secretary, any training will be identified when you join or through the annual review process.
- Carry out the role in the context of and demonstrate a commitment to our Equality, Diversity and Inclusion Policy.

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