

VOLUNTEER PROFILE

POSITION	Customer Voice Chair		
TEAM	Community Investment Team	LOCATION	Coastline House
VERSION	1.0	LAST UPDATED	September 2024

PURPOSE OF ROLE

The role of Customer Voice Chair is to effectively lead the Quarterly Customer Voice meetings, ensuring the group fulfils its aim as detailed below.

Aim

To help shape and improve Coastline's services, as a representative of Coastline's diverse communities, to ensure that we meet customer priorities and Tenant Satisfaction Measure commitments, as reflected in the Trust Charter and Our Pledge To You.

Our vision is to uphold a clear line of sight between customers, communities and the Board, and that insight and feedback is fully utilised to empower customers, influence decisions and strengthen trust.

DESIRABLE SKILLS

- Experience & skills in chairing and/or leading meetings.
- Excellent communication and listening skills.
- Impartiality and the ability to respect different viewpoints.
- Passionate about providing great services for Coastline customers.
- Basic IT skills and an ability to work digitally.
- Able to positively and constructively challenge; adopt a 'critical friend' approach.
- Confident working within a group, with respect and tolerance for others.
- Able to weigh up issues and make fair judgements.
- Ability to compare data, recognise trends and identify areas of concern.
- Confident in advocating for others.
- Able to write information in an accessible way to be included in reports.

KEY TASKS

- As the Customer Voice Chair there is the expectation that you:
- Attend all Quarterly Customer Voice meetings,
- Liaise with colleagues to ensure attendees have access to the information they require for the meeting,
- Ensure the meeting keeps to time,
- Introduce each agenda item and its purpose,
- Facilitate discussion - encouraging all members to participate,
- Help the group deal with differences of opinion, ensuring that all attendees are given the opportunity to express their views, and
- That appropriate standards of behaviour are maintained in accordance with the volunteer agreement/ expectations.
- Ensure the discussion remains relevant to the agenda item being discussed,
- Take a vote regarding decisions - if required,
- Bring items on the agenda to a conclusion by a brief review of points, agreeing actions & confirming the decisions that have been made.
- The Chair will also establish a positive working relationship with relevant Coastline colleagues and Customer Voice Leads,
- Report customer priorities to the Customer Experience Committee and Board via contributing to Customer Voice reports, and
- Monitor the progress of any recommendations for service or performance improvements.
- The tenure of the Customer Voice Chair will be reviewed on a two-yearly basis to enable the opportunity for new customers to progress into the Chair role.

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Demonstrate behaviours in accordance with Coastline's values: Put our customers first, Be open, honest and accountable, Value each other, Strive to be the best.
3. Establish, develop and maintain effective working relationships with all colleagues, volunteers, customers and actively promote the buddy system.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
7. Attend and participate in meetings as required, including supervision and training.
8. Undertake specific tasks and projects as requested.
9. Manage personal 'workload'.
10. Carry out relevant tasks appropriate to this role.
11. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
12. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

REPORTING

- Reports to:
 - Community Investment Manager and Volunteer Manager

CONTACTS

Internal

- Head of Housing Services – Christian Blackbeard
- Community Investment Manager – Laura Benbow
- Volunteer Manager – Tamsyn Pegler
- Community Navigators –Anicka Dyer& VACANCY
- Volunteers
- Customers
- Senior Leadership Team
- Customer Experience Committee
- Coastline Board