



Role profile

Role:	Scrutiny Group Member
Team:	Scrutiny Group
Reports to:	Scrutiny Group Chair
Allowances:	Reasonable expenses, laptop and access to training
Last updated:	April 2022

Purpose

To work constructively with members of the Scrutiny Group, customers, Board and staff to effectively:

1. Implement and deliver effective scrutiny and oversight on behalf of Cottsway customers.
2. Assess performance against agreed standards (national and local) and identify service improvements.
3. Ensure Cottsway is accountable to its customers and stakeholders.

Key tasks

1. Attend meetings, training and planning sessions, including Customer Insight Group meetings at the Chair's request.
2. Commission, read and question reports from staff, internal auditors and other relevant parties.
3. Review performance information from a range of sources.
4. Prioritise service areas for review.
5. Compare performance to that of similar organisations.
6. Where standards fall below acceptable levels, consider and make recommendations for improvements.

7. Assist in the preparation of reports.
8. Assist in publicising Scrutiny Group activities through recognised social media channels, Cottsway's website, newsletters and the group's annual report.
9. To support the achievement of Cottsway's vision, values and objectives and to promote and build the reputation of the organisation through effective scrutiny and oversight.

Responsibilities

1. To familiarise yourself with, and adhere to, the Scrutiny Group's Terms of Reference.
2. To carry out the role of Scrutiny Group member in accordance with relevant policies and procedures including the Data Protection Policy, IT Systems & Security Policy, Equality, Diversity & Inclusion Policy and the Health and Safety Policy.
3. To prepare fully for all Scrutiny Group meetings and activities.
4. To remain impartial and objective when carrying out scrutiny and oversight activities.
5. Take part in an annual appraisal of your performance.
6. To carry out your role with integrity and to treat everyone with respect
7. Not to use membership of the Scrutiny Group to address personal matters or concerns.

Key relationships

Customers, Board, staff and stakeholders.

Person specification

The person specification sets out the range of qualities required of members of the Scrutiny Group. Training and support is available to help candidates meet these requirements and to become more effective in their roles.

Knowledge and experience

1. Knowledge and appreciation of the needs and aspirations of the communities served by Cottsway.
2. Experience of, or willing to learn, basic IT skills.
3. Experience and understanding of one or more of the following:
 - Community relations
 - Equality, diversity and inclusion
 - Customer involvement and engagement
 - Being a customer of a social housing provider
 - Your local area and the area served by Cottsway
 - A knowledge of the services provided by Cottsway.

Skills and abilities

1. Excellent interpersonal and communication skills.
2. Strong team working and networking skills.
3. An appreciation of current issues in social housing or the public sector.
4. Ability to consider issues and make balanced and reasonable decisions.
5. Ability to form objective views based on evidence.
6. Ability to solve problems in an innovative way.
7. Ability to analyse information and opinions and, when necessary, challenge constructively.
8. Ability to actively listen at meetings.
9. Ability to ask open questions.

Personal qualities

1. Supports and upholds Cottsway's values, aims and objectives.
2. Enthusiasm and the drive to implement change.
3. Respects others' attitudes, beliefs and traditions.
4. Integrity, honesty and objectivity.
5. Well organised and reliable.
6. Commitment to empowering customers of social housing.
7. Commitment to personal learning and development.
8. Willing to commit the necessary time to the work of the Scrutiny Group and to attend meetings during and outside normal business hours.

Terms and conditions

Expenses: Mileage expenses can be claimed up to 40p per mile. An additional 5p per mile, per passenger, can be claimed on Scrutiny Group duties. Reasonable expenses for carers costs will also be met. Expense claims should be submitted by the 5th of each month.

Time commitment: Scrutiny Group members are likely to commit approximately 6.5 hours per month (up to 80 hours per year). This may be worked flexibly across the year as required and additional hours for training etc. are on a voluntary basis.

Term of appointment: Scrutiny Group members will be appointed for up to 3 years.

Location: Many of the responsibilities of the role will be carried out in your home. However, meetings and activities may be held at Cottsway House, or elsewhere as required.