

## ROLE PROFILE

**Role Title: Community Involvement Group Member**

### PURPOSE

The Community Involvement Groups are responsible for overseeing the local housing management and maintenance services and wider action projects within in their area.

### MAJOR TASKS / ACTIVITIES

1. Influence the strategy for the future of Queens Cross, by compiling a 'vision' for the future of their local area, and contributing the Business Planning process and other plans for improving services to tenants and building new houses.
2. Monitor the quality of service that tenants receive and levels of tenant satisfaction
3. Monitor the Associations activities and expenditure to ensure it is making best use of resources and providing value for money services.
4. Ensure that issues affecting the area you represent are highlighted and brought to the attention of the Board and Senior Managers.
5. Attend meetings and contribute positively and constructively to discussion and debates.
6. Prepare properly by reading the agenda and papers before attending a meeting.
7. Make decisions that are in the best interests of the Association
8. Show respect to the role of the Chair and direct your comments through him/her.
9. Attend training courses as recommended by the Association.
10. Ensure that the Association promotes and delivers equality of opportunity and diversity across all aspects of its business.
11. At all times act with impartiality, integrity and closely observe confidentiality requirements

## **SKILLS/EXPERIENCE REQUIRED**

1. A good knowledge and understanding of the local area in which Queens Cross operates.
2. Commitment to the Association values, vision, objectives and code of conduct
3. Good listening and communication skills
4. Ability to maintain, strong, constructive working relationships with other committee members, staff and partner organisations.
5. An objective approach to decision making
6. Awareness of and commitment to upholding equality and diversity issues.
7. Enthusiastic and confident.
8. Ability to commit time and effort to attend formal committee meetings and other ad hoc meetings.