

# Customer Experience Committee Member Recruitment + FAQs under Job Description

## Information Pack

Our  
Vision

We provide  
excellent  
services to  
customers

and build  
new homes  
to help more  
people.

We make  
sure our homes  
are safe and  
sustainable

and strive to do  
more by making  
the most of our  
resources.

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## About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage more than 16,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence.

We welcome applications from all sections of the communities we work in.

### Our Values

#### Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

#### Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

#### Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

#### Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

#### Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

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## **PARADIGM HOUSING GROUP LIMITED**

### **Customer Experience Committee Information**

#### **Paradigm Background**

Paradigm Housing Group is one of the leading providers of affordable housing in the South East, managing over 16,000 homes.

Our vision is to provide excellent services to customers and build new homes to help more people. We make sure our homes are safe and sustainable and strive to do more, by making the most of our resources.

We have grown over the last 30 years to become one of the largest social housing providers in the counties of Buckinghamshire, Hertfordshire and Bedfordshire and the surrounding areas.

#### **The Paradigm Board**

We have a team of 12 dedicated Board members who oversee all key decisions and review performance throughout the year. The Board is made up of twelve people from different backgrounds, each with various skills and experiences.

The Board meets at least six times a year and most members also sit on one of the five specialist committees. The Customer Experience Committee is one of the Committees that supports the decision-making at Paradigm.

All our Board and Committee members, staff, appointed contractors and consultants are bound by Paradigm's Code of Conduct and other principal policies.

#### **The Customer Experience Committee's role**

The Committee will help Paradigm to:

- develop and monitor its Customer Strategy.
- drive forward service improvement and tenancy sustainment.
- monitor performance against customer satisfaction targets.
- monitor customer experience and insight (including complaints).
- monitor compliance with customer regulation.
- approve and monitor the grant-making strategy
- engage with, and take feedback from, the Customer Voice Panel.
- review and recommend to Board customer-facing policies.

The Committee includes five non-executive Board members and going forward will include three Paradigm customer members.

#### **Role of the Paradigm Customer Experience Committee Members**

In the role you'll prepare for and attend four Committee meetings per year. You may also be invited to other events linked to the role including training to support you. After the induction period, the time commitment for the role is approximately 1 day a month.

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You will be expected to attend at least 75% of the Committee meetings.

### **Eligibility**

To be a committee member, you need to be eligible. You should be a current Paradigm customer (tenant, shared owner or leaseholder) and be over 18 years of age.

You should not:

- Be in breach of your tenancy or lease (including rent arrears) or subject to a possession order or anti-social behaviour order or injunction.
- Be bankrupt or subject to an agreement with creditors.
- Be disqualified from being a Director of a Company, a Trustee of a Charity or a Board member of another registered Charity
- Have a conflict of interest from being closely associated with Paradigm or working for any company or organisation that also works with, or for, Paradigm.

We can help you check if you are eligible before you apply if you are unsure. Please email [customerinvolvement@paradigmhousing.co.uk](mailto:customerinvolvement@paradigmhousing.co.uk) with any queries.

### **Remuneration**

The remuneration for this part-time role is £3,000 per annum paid monthly by bank payment.

### **Support for Committee Members**

We will provide a tailored induction, training and support for the new Committee members.

### **Application deadline and timeline for interviews**

Applications must be submitted by Wednesday 15<sup>th</sup> January, and interviews will take place the following week, at a time that suits you.

If you have any questions, please contact our Customer Involvement team who will be happy to discuss the role further, [customerinvolvement@paradigmhousing.co.uk](mailto:customerinvolvement@paradigmhousing.co.uk).

### **How to apply**

If you would like to be considered for the role, please complete the online application process. If you need any support in applying, please email [customerinvolvement@paradigmhousing.co.uk](mailto:customerinvolvement@paradigmhousing.co.uk)

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## **Paradigm Customer Experience Committee**

### **Frequently asked questions**

#### **Why are you recruiting?**

At Paradigm we are committed to delivering excellent customer services. Our Customer Experience Committee supports the Board, and the wider organisation to improve the way we deliver services to customers. Paradigm has always been committed to ensuring the interests and needs of our customers are at the heart of everything we do. The recruitment of Committee members is just part of several initiatives aimed at ensuring that the Customers' voice is heard at all levels.

#### **What does a Customer Experience Committee do?**

The Board at Paradigm directs the activity of Paradigm and ensures it is well managed and focussed on delivering excellent customer services as well as our charitable purposes. It is expected to take a strategic view, safeguard the association's assets and work as a team to ensure Paradigm is well managed. As part of their activity, the Board delegates to a number of sub-committees which focus on specialist areas. The Customer Experience Committee will help Paradigm to:

- develop and monitor its Customer Strategy.
- drive forward service improvement and tenancy sustainment.
- monitor performance against customer satisfaction targets.
- monitor customer experience and insight (including complaints).
- monitor compliance with customer regulation.
- approve and monitor the grant-making strategy
- engage with, and take feedback from, the Customer Voice Panel.
- review and recommend to Board customer-facing policies.

It achieves this by meeting about four times a year and listening to proposals and reports then collectively supports, scrutinises, monitors and reviews the strategic and operational performance

As a Committee member you will help ensure that customers are, and remain, at the heart of our services and that your views and experiences shape the decisions and judgements being made.

#### **Will I need to be able to understand technical matters and detailed accounts?**

A good Committee operates as a team with each member bringing their own particular set of skills and experiences. We already have committee members who understand the complexities of housing management services or other specialist services and details such as how our decisions impact the environment. You will receive training and support to enable you to understand these issues but you are not expected to become an expert. Instead, we are seeking someone who will bring a fresh perspective and look at proposals through the eyes of someone most affected by the decisions the Committee is asked to make, which of course are our customers. If you are ever presented with a proposal written in language you simply don't understand, you will be encouraged to help the person who prepared the paper to ensure future reports are more accessible.

#### **What will my time commitment be?**

The time commitment for the role is approximately 1 day a month, we ask Committee members to commit to a minimum of four meetings a year (there may be a small number of additional meetings depending on issues arising), and to dedicate time to read the papers and prepare in advance of meetings.

#### **What are the benefits of being a Committee member?**

You will be trained and supported to enable you to apply the skills you have and to learn new ones. You will be part of an enthusiastic team, passionate about what we are working to achieve, and will quite rightly feel pride and satisfaction from helping provide quality homes to people who need them.

#### **Do I need previous experience?**

Certainly not as a Committee member. Your experience as a Paradigm customer is what we are looking for. All we hope for is a passion for what we are trying to achieve, a

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willingness to learn and confidence to contribute. You will receive a full induction and ongoing training which will equip you to better ensure your skills and experiences help shape decisions.

**Will I receive training and support?**

Our Involvement Team will be on hand to ensure you are provided with the support you need, and we can explore training with you depending on circumstances. We are recruiting two new Committee members with the intention that you will collectively support each other.

**Do I need to travel to meetings?**

We may hold some meetings in person, but they will mainly be held virtually over Teams. Having said that we are committed to ensuring that nobody is denied access to these roles for any reason and if you think travel may be an issue, please make that clear within your application and we will work to find a way to accommodate your requirements where possible. We will meet all necessary expenses associated with the role and will book hotels and train tickets for you so there is no need to pay and then reclaim the cost.

**Online meetings – does that mean I need a good computer or tablet?**

It would certainly help, with frequent communication by email and Board papers accessible online (although paper copies can be made available). Don't worry though – we will ensure you are properly equipped and trained. If you need a device, it will be provided and someone from our IT team will make sure you know how to use it. We don't want technology to be a barrier, if you have any concerns at all, let's talk!

**These are paid positions – will that affect my benefits?**

Your entitlement may be affected if the benefits you claim are means-tested (based on the amount of money you receive). We would advise you to contact your benefits support service who will be able to offer some advice.

**Are you only looking for tenants or can a shared ownership or leasehold owner apply?**

The only requirement is that you are one of Paradigm's homeowners, shared owners or tenants. The basis of your occupancy is irrelevant.

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**I have a disability that makes it difficult to use computers – will this get in the way?**

No! There are loads of changes that can be made to remove or reduce a disadvantage related to a disability. These are called 'reasonable adjustments' and can range from providing large print documents or coloured gels to assist with reading, right through to special voice-to-text software or audio files and everything in between. In fact, your perspective would be really helpful in making us a more inclusive organisation.

**Will I fit in?**

We would really love to hear from people who don't have the same experiences, characteristics or perspectives as our current Committee members! Really strong Committees bring together a range of people of different backgrounds so that they can challenge biases or 'groupthink' and can ensure that nobody is disadvantaged as a result of any decision-making. We would particularly like to hear from people with disabilities, people of Black, Asian or Minority Ethnic backgrounds and LGBTQ+ candidates.