



Committee Member (Shared Ownership) – Customer Experience Committee

Location: Meetings held in Ealing W5 2AU or remotely via Teams

Payment: £3,500 per annum

Catalyst is one of the UK's leading housing associations. We're here to make a purposeful difference, providing housing solutions and opportunities for those who can't afford a home without our help. We offer a wide range of homes, for rent, part ownership or purchase. By doing so, we build more than homes – we build communities.

We also work hard to deliver outstanding customer service and to be a high-performance business. We are absolutely committed to our social purpose, in every part of our organisation. We always seek to do better and perform better.

We are looking for one of our existing Shared Owners to join our Customer Experience Committee. This committee is responsible for ensuring that Catalyst remains a provider of good quality, value-for-money services to its current and future customers.

The committee scrutinises the quality of Catalyst's customer experience and customer-related services to ensure that we provide a great experience for our tenants and leaseholders.

What we are looking for:

We are looking for one new member to join the committee. Applicants must be an existing Catalyst Shared Owner.

Your fitness for this role will be evidenced by your passion and enthusiasm for customer services. Although knowledge of the social housing sector would be desirable, it may be that you bring transferable skills from other sectors.

We are looking for someone who can ensure that Catalyst has the right relationship with our customers by supporting the business to deliver brilliant customer service. You will achieve this through the work of the committee - acting as a critical friend, determining the customer experience vision and strategic priorities, reviewing and scrutinising our services, and advising the Catalyst Board on any required improvements.

The committee meets at least four times per year, with additional meetings sometimes scheduled to discuss important topics affecting our customers. Committee members will normally serve for a three-year term, which can be renewed up to a maximum of six years. You will need to ensure regular attendance at meetings and make a commitment to the role for at least three years.

In return, you will receive an annual payment of £3,500, training and development, and the opportunity to work with like-minded people in a dynamic organisation which makes a difference to people's lives.

To apply, please send a letter (with your CV, if available) setting out how you meet the personal profile, experience, and skills / knowledge requirements set out in the role profile to governanceandcompliance@chg.org.uk by Friday 26 March 2021. Please confirm in your letter that you are a current Catalyst Shared Owner. If you would like to speak to a committee member for more information about the role before applying, please email governanceandcompliance@chg.org.uk.