

# Job Title: Committee Member, Customer Experience Committee

**Role Purpose:** to provide assurance to the Catalyst Group Board on the performance, quality and value for money of all services provided to the Group's current and future customers.



## ABOUT THE ROLE

The Customer Experience Committee ensures that Catalyst is a provider of good quality, value-for-money services to its current and future customers by reviewing the quality of Catalyst's customer experience and making recommendations for changes to the Catalyst Group Board. The committee scrutinises all customer-related services and performance to ensure that we provide a high quality customer experience.

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 be required to prepare for, and attend, all meetings of the committee, as well as regular training and briefing sessions.

Committee members are expected to always act in the best interests of Catalyst and its customers and have a specific duty to declare any conflicts of interest that may arise.

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our values are: deliver on promises; give respect; be accountable; show kindness. You will make them a central part of your work at Catalyst.

### In particular:

Your role will be to:

- Ensure that Catalyst has the right relationship with our customers and provides effective, cost-efficient, high-quality services which reflect our contractual commitments and the promises that we make
- Support executive colleagues in delivering excellent, modern customer service
- Act as a critical friend that challenges and advises the executive to take account of changes in customer segments, needs, expectations, technology and the external operating environment
- Using evidence-based data collected from customer service panels, review how we provide services – from a customer viewpoint – in order that our customers have a positive experience
- Advise the Catalyst Group Board on our customer experience and provide assurance that Catalyst is delivering its customer experience and related business objectives
- Help determine the Catalyst customer experience vision and strategic priorities
- Continuously review how we measure the quality of our services and how these are perceived and received by the customer.

### About you:

#### Personal Profile

You will have:

- a passion for addressing the national housing crisis through the development of shared ownership and affordable housing solutions
- a passion for improving customer experience
- the ability to work effectively as part of a team by contributing to discussions and working collaboratively with the committee
- commitment to delivering excellent customer experience – embodying our values every day in the way you deal with customers and colleagues
- the diplomacy required to act as an ambassador for Catalyst.

#### Experience

You will have experience of one or more of the following areas: customer experience, customer service, housing management, property maintenance and performance management.

## **Skills and Knowledge**

You will have:

- knowledge of the social housing sector and its regulatory and governance frameworks
- excellent communication skills
- the ability to read and analyse performance data and other detailed information
- an understanding of how to use performance information and reports to help drive positive change.

**Colleagues are responsible for their own health and safety, ensuring a safe working environment for everyone.**