

Role Profile

Job Title:	Independent Customer Influence Committee Member
Reporting to:	Chair of the Customer Influence Committee
Role Profile reviewed:	May 2025
Approved by:	Company Secretary

Role purpose

The Customer Influence Committee's responsibilities are delegated by the Board, and these are detailed in the Committee's Terms of Reference.

Committee members work with other Committee members to:

- Highlight Eastlight's work – and promote customer influence and involvement
- Support the Board to make sure residents can influence decisions and help shape services
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- Make sure insight and data from many different residents are used to help shape decisions

Key strategic responsibilities

- **Strategic direction:** Contribute to the development and implementation of Eastlight's Corporate Strategy, ensuring alignment with its values and principles
- **Governance:** Help deliver the responsibilities set out in the Committee's Terms of Reference. Work together to make sure these are met. Terms of Reference may be reviewed from time to time
- **Stakeholder engagement:** Build good relationships with residents, other committee members, Eastlight's leaders and partner groups. Represent Eastlight at events and meetings – including those hosted by Eastlight and/or external meetings and conferences.
- **Keep track of how we're performing in customer-facing services:** holding us to account if we don't meet expectations. Spot patterns or issues in performance where Eastlight could do better.

Key functional responsibilities

- **Performance monitoring:** Monitor Eastlight's performance in Customer Voice reports, against Tenant Satisfaction Measures, Committee Key Performance Indicators (KPIs), and regulatory requirements
- **Experience sharing:** Share your experience and skills to help understand issues and support decision making.
- **Collective decision making:** Participate in group decision making by contributing to debate and challenging the views of others appropriately. Commit to and share responsibility for decisions made by the Committee, in the interests of Eastlight residents
- **Provide assurance:** Reassure the Board by checking we meet laws and regulations, using evidence
- **Governance:** Follow Eastlight's rules and values, including our commitment to equality, diversity and inclusion
- **Personal development:** Take part in training, induction and other events as needed

- **Attendance and participation:** Come to all Committee meetings and read the documents in advance to prepare.

Term of office

This job is for three years initially, with a yearly review.

Person Specification

Qualifications	No specific qualifications are required for this role. Successful candidates will have a passion for community engagement and co-production.
Experience	<p>Essential For this Customer Influence Committee (CIC) role, <u>you must</u> have the following experience:</p> <ul style="list-style-type: none"> • Have a good understanding of our communities, including what they need and want • Currently live in a social home, or have previously (Eastlight residents, shared owners or leaseholders are strongly encouraged to apply) • Previously helped local neighbourhoods to thrive, knowing how to create a sense of community – for example, organising events, completing surveys or leading resident groups or networks. • Experience of working in customer service roles or in supporting members of the public. <p>Desirable While not essential, you might also have experience in:</p> <ul style="list-style-type: none"> • Working on Committees or other groups, representing other people's views • Experience of working with community groups and partners to plan and achieve common goals
Abilities & Skills	<ul style="list-style-type: none"> • Able to work as a member of a team, acting and thinking about what is best for Eastlight and its residents • Able to work collaboratively with Eastlight's partners and stakeholders • Excellent verbal communicator – able to express views and questions clearly and effectively, making reasoned and thoughtful contributions in meetings • Confident in speaking to a range of people • Excellent observational skills, with a sharp eye for detail and the ability to understand data • Empathetic and able to see both sides of a situation • Can balance the pros and cons, making decisions in the long-term interests of Eastlight and its residents

	<ul style="list-style-type: none"> • Willingness to learn and get to grips with a wide range of topics outside of your field of experience • Creative thinking to help resolves difficulties facing Eastlight • Good interpersonal skills.
Personal attributes	<ul style="list-style-type: none"> • Future-focussed • Embraces change, improvement, self-reflection, learning and development.
Time commitment	<p>We're looking for people who meet some or all the above and have the time and energy to take on the role properly We expect our CIC Members to spend approximately two days per month on Eastlight work. This includes:</p> <ul style="list-style-type: none"> • Four Committee meetings a year: Each meeting lasts two hours. Members are expected to be present and engaged in the meeting, without distractions • Meeting preparation: CIC Members need to read the full meeting pack before the meeting. This can take a few hours. It's sent by email about a week before. • Attend meetings: Meetings are usually online – but can sometimes be in-person in Braintree. • Attend away days: CIC are asked to join two away days a year – one with the CIC and one with Board. Both are held at venues in the local area, and last around six hours. <p>Other tasks:</p> <ul style="list-style-type: none"> • Committee Members may be asked to join extra meetings for key decisions or to agree policies • You may also be asked to sit on working groups, leading on a specific area, to support Eastlight and report against Committee interests.