



# Role Profile

<p>What you will do</p>	<p>You will meet with other members of the Group, and Saffron staff, to discuss issues and to make recommendations for improvements.</p> <p>To do this you will be expected to examine and understand Saffron's performance as a housing provider and play an active role in making challenging decisions.</p>
<p>Responsible to</p>	<p>Service Quality Committee</p>
<p>Where and when you will do it</p>	<p>We will need your time for eight set meetings per year, four in person and four virtual and ad-hoc meetings which may arise. You will be supported to contribute to discussions and express your views clearly.</p> <p>We will also need a time commitment of at least 1-3 hours per week – this will include time for reading, responding to emails or any training. You can do it from the comfort of your own home.</p>
<p>What you will get</p>	<p>We will support you with any training you might need to carry out the role, plus offer you the opportunity to take advantage of:</p> <ul style="list-style-type: none"> <li>• A one-to-one coaching course tailored to you.</li> <li>• A laptop and IT training if required.</li> <li>• Paid expenses such as mileage and childcare/dependents' care.</li> <li>• Gain skills and experience.</li> </ul>
<p>More about the role</p>	<p>You will meet with other members of the group, and Saffron staff, to discuss and scrutinise Saffron's performance and to make recommendations for improvements.</p>

<p>More about the role</p>	<p>Your role will also include:</p> <ul style="list-style-type: none"><li>• Ensuring all tenants and residents can access performance information about Saffron.</li><li>• Ensuring that tenants and residents can influence and make suggestions to Saffron’s policies and procedures, to improve tenant experience and satisfaction.</li><li>• Helping recruit tenant nominated places on Saffron's Board.</li></ul>
<p>More about you You will</p>	<ul style="list-style-type: none"><li>• Want to improve our services and make a positive difference to the lives of tenants.</li><li>• Bring your own experience as a tenant.</li><li>• Contribute to discussions and express your views clearly.</li><li>• Like analysing information and digesting reports.</li><li>• Have the determination and desire to make change.</li><li>• Be confident, enjoy being in meetings and feel able to contribute in a positive and constructive way.</li><li>• Be interested in seeing results from your input.</li><li>• Have a basic level of IT skills (or willing to learn) to be able to read documents online, reading and responding to emails and commenting on reports.</li></ul>