

Role profile: customer services committee member (independent resident)

Role title	Customer services committee member (independent resident)
Remuneration	£2,500 per annum, subject to active involvement
Closing date	Friday 6 December

About the committee

Local Space is committed to putting residents at the heart of decision-making processes. The customer services committee sits within the governance structure of Local Space and has a minimum of six members (with at least three members being residents). Its primary function is to review operational service standards and core landlord services to ensure that Local Space has the strategies and policies necessary to meet residents' needs. The committee will make recommendations to the Board regarding service improvements and developments to benefit residents and plays a critical role in ensuring that Local Space is accountable to its residents and responsive to their needs.

The customer services committee is authorised to seek professional advice from outside of Local Space to ensure the best possible outcomes for residents.

Independent resident committee members provide invaluable insights from a lived experience perspective during committee discussions. While not direct representatives of the resident population, they are expected to consider the broader interests of all residents, ensuring their perspectives are reflected in decision-making processes.

Role purpose

The purpose of this role is to contribute to the committee's oversight of services provided to Local Space residents. Independent resident members bring their unique perspectives, helping the committee and the Board make informed decisions about how to deliver high-quality services that meet residents' needs.

Key responsibilities

- **Preparation:** review and consider meeting materials in advance to ensure meaningful participation.
- **Constructive engagement:** offer relevant lived experience, contribute ideas, raise questions, identify potential solutions, and challenge where necessary during discussions.
- **Committee participation:** attend committee meetings to foster stronger engagement between Board members and residents. Collaborate with fellow committee members to assess and discuss the services provided to Local Space residents and service users. Work with the resident policy and scrutiny panel and scrutiny group and report outcomes to the Board.

- **Representation:** uphold the confidentiality of committee discussions and sensitive information. Adhere to Local Space's code of conduct and occasionally represent Local Space at external events. Ensure that residents' views and interests are strategically represented in committee discussions.
- **Performance review:** evaluate and monitor Local Space's performance against agreed goals, objectives and the consumer regulatory regime, holding the Senior Management team accountable.

Time commitment

The committee meets four times annually, typically during the evening in an online setting. Time for pre-meeting preparation, including reviewing materials, is also required. There may be additional strategic Board meetings throughout the year that you are asked to attend.

You will be required to attend a structured induction programme, which will include learning and development opportunities, mentoring and finding out more information about how Local Space is managed.

The role is a three-year term initially, with the option to extend for a further three years.

Requirements

- Ability to commit adequate time to both meeting preparation and attendance.
- Strong commitment to equality, diversity, and inclusion principles.
- Sound judgment and a willingness to be accountable for opinions expressed in meetings.
- While no formal qualifications are required, a good level of literacy and numeracy is needed to engage with committee papers.
- Confidence in speaking during meetings and sharing views.

Core competencies

All committee members are expected to demonstrate the following competencies:

- **Effective communication:** ability to clearly articulate ideas and contribute meaningfully to discussions.
- **Constructive contribution:** willingness to actively engage, challenge where necessary, and offer suggestions.
- **Analytical thinking:** ability to interpret and analyse complex information for decision-making.
- **Teamwork and collaboration:** strong interpersonal skills, with the ability to work collaboratively to achieve Local Space's goals.
- **Resident-focused:** commitment to understanding and prioritising residents' needs in decision-making.

How to apply

To apply for this role, you will need to answer four questions:

- What interests you most about the role of customer services committee member?
- What are the main qualities you would bring to this role?
- Why do you think it is important for residents to be involved in the decision making processes at Local Space?
- What do you think are the most important aspects of good customer service and how would you promote these values within the committee?

You have two options to share your answers:

- Fill in [this online application form](#).
- Organise an informal chat with Anna Keast, Assistant Director of Governance, Risk & Assurance to share your answers.

If you would like support to complete your application, or if you have any questions, please contact Anna Keast, Assistant Director of Governance, Risk & Assurance at annak@localspace.co.uk or call 020 8221 4000.

Next steps

If your application is successful, we will invite you to join an informal chat with the Chair and Vice Chair of the customer services committee and the Assistant Director of Governance, Risk & Assurance to explain how the committee works and answer any questions you have about how governance works in practice.