

Role profile: resident policy and scrutiny panel member

Role title	Resident policy and scrutiny panel member
Remuneration	Residents who are actively contributing and attending meetings will be paid for their time, upon completion of scrutiny projects. Meetings will be paid at £40 per meeting with a maximum of £200 per year
Closing date	Friday 6 December

About the panel

The resident policy and scrutiny panel (RPSP) helps to scrutinise our services, suggest improvements and tackle local issues. The panel gives residents a voice, ensures that we are aware of residents' concerns, decides what is important for their local areas and oversees local improvements.

Your contribution to the panel will help us to identify common issues for all residents, which will be shared with our customer services committee. This committee makes key decisions and develops policies to benefit Local Space residents.

Role purpose

As a resident policy and scrutiny panel member, you will play a vital role in scrutinising Local Space's services, ensuring that resident concerns are heard, and driving service improvements.

You will help shape decisions that impact the wider community by providing valuable feedback on policies, performance, and service delivery.

Working closely with other panel members, Local Space staff, and the customer services committee, you will ensure that Local Space delivers high-quality services aligned with residents' needs.

Key tasks

- Review and provide feedback on customer-facing policies.
- Scrutinise performance reports and service delivery to identify areas for improvement.
- Provide oversight and input from a resident's perspective on Local Space's customer engagement strategy.
- Work collaboratively with other panel members, the scrutiny group, Customer Engagement Officer, and Local Space managers to ensure services meet residents' needs.
- Report findings and suggestions to the customer services committee to influence broader decision-making.
- Help identify common issues affecting residents and suggest solutions for improvement.
- Represent the views and concerns of the wider resident community, while setting aside personal interests.

Time commitment

The panel meets monthly, made up of three standing residents, a Chair and two panel members. Additionally, our Customer Engagement Officer and any other relevant Local Space managers reporting on performance will attend.

Requirements

- Must be a current resident of Local Space.
- Ability to understand reports and contribute to meaningful discussions and decision-making.
- Strong communication skills and a collaborative attitude.
- Willingness to attend monthly meetings (1-2 hours, held in the early evening).
- Commitment to self-development, learning and inclusion.

Register your interest

To express your interest for this role, [please fill out our online form](#) before **Friday 6 December**. Following this, we will be in touch to set up an informal meeting to discuss your requirements.

If you would like support to complete your application, or if you have any questions, please contact Lesley Wake at customerengagement@localspace.co.uk or call 020 8221 4000.