

A photograph of a residential street. On the left, there are red brick houses with grey roofs and dormer windows. A paved path leads from the foreground towards the houses. In the middle ground, there is a large green tree and a silver car parked. The sky is overcast. The text is overlaid on the bottom left of the image.

Bournville Village Trust

Customer-led Scrutiny Panel

Recruitment Pack

About

Bournville Village Trust

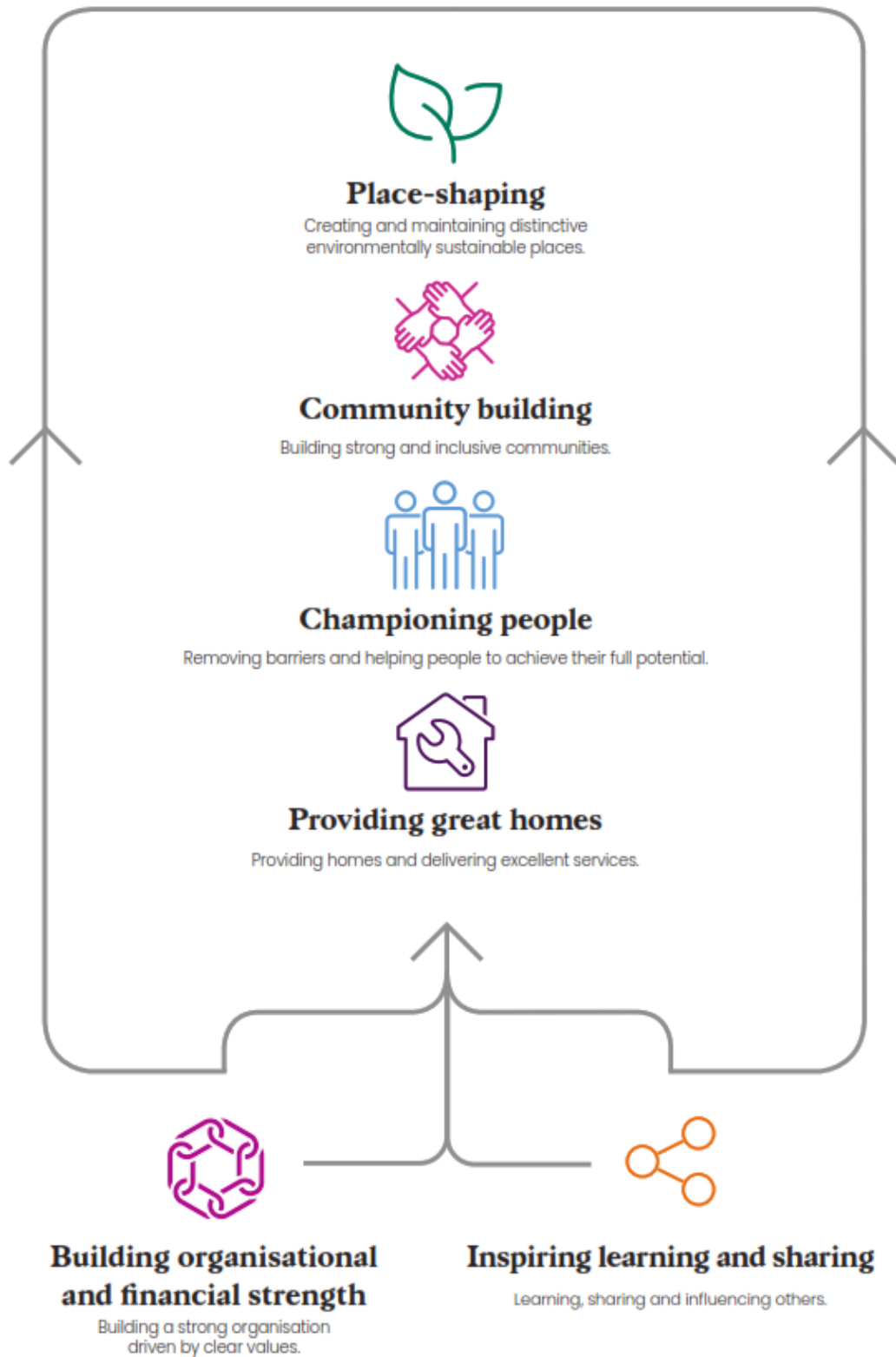
We are a values-led charitable trust working to create and sustain communities where people can thrive.

We manage environmentally sustainable estates, provide great homes and deliver community support services that help people live successful and healthy lives. We also make profit for purpose, ploughing the money from commercial services back into our neighbourhoods.

We work across south and central Birmingham and Telford providing a range of services that include:

- Estates and stewardship services that create and sustain thriving, well-designed and connected neighbourhoods that are well-managed and sustainable.
- Community building and championing people services that connect people and organisations together to develop diverse, strong and engaged communities and deliver support services to help all people thrive.
- Social and affordable housing that provides safe and sustainable homes that meet people's needs and aspirations, now and in the future.
- Heritage services that explore and share our heritage, deliver education and learning and engage new and under-represented audiences in our heritage.
- Commercial services that building profit for purpose by providing a strong commercial offer that generates profit to invest back into our charitable activities.
- Agricultural services that see us manage 2,500 acres of agricultural land in Birmingham, gifted to us by the Cadbury family.
- Corporate services that build a strong, focused, and resilient organisation driven by our values.

Our Strategic aims



Our values



Partnership

We work with others to achieve great things.



Fairness

We treat people as individuals by exercising the right approach at the right time.



Quality

We are clear about what we do and we do it well.



Integrity

We do the right thing.



Innovation

We look for new and better ways of doing things.

What is a customer-led **Scrutiny Panel**?

The Scrutiny Panel is made up of 8-10 BVT customers – these can be tenants and/or charge payers.

The aim of our Scrutiny Panel is to help make services better for BVT customers by reviewing the quality of BVT's services and making recommendations for improvement.

As a Panel, they review the performance and quality of BVT's services through performance reports and customer feedback, look for areas that need to be improved and make recommendations.

Panel members lead and own the scrutiny process. By this we mean choosing topics, being given information by BVT to help the review and putting together their own recommendations.

The Panel works constructively with BVT, is outward looking and wants to engage with as many BVT customers as possible with a view to improving services for everyone.

What **activities** do a Scrutiny Panel carry out?

The Scrutiny Panel carries out a variety of activities as part of their role, including:

- Holding meetings, both formal and informal
- Researching and investigating performance issues and customer feedback
- Interviewing members of BVT staff
- Talking to BVT customers
- Taking part in workshops
- Attending seminars and training to improve your skills
- Putting together recommendations for improvements to services
- Helping to ensure BVT services are continually improving

Are you interested in **joining**?

We are recruiting to our long-standing customer-led Scrutiny Panel. The Panel have successfully led on a number of reviews over the last 12 years that have delivered really positive outcomes for the wider community:

- Reviewing BVT's response to COVID and the Well Winter campaign
- Improvements to how BVT manages empty properties and in particular, the standard of those empty properties
- Improvements to how BVT manages anti-social behaviour

As BVT continues to focus on delivering good, quality services, the time has come to refresh and re-focus the Scrutiny Panel to ensure that the customer voice is heard and is central to everything BVT does when it comes to the delivery of those services.

So, if you are interested in helping to shape the responsive repairs service; or, help make improvements to how BVT supports their customers; or, you have a particular interest in how anti-social behaviour is managed by BVT; or you are interested in the BVT customer experience generally, then the Scrutiny Panel could be for you.

Role profile

Basic criteria

- You need to be a BVT customer to join the Scrutiny Panel, i.e. tenant or charge payer

Responsibilities

- Contribute to meetings and reviews in a constructive way
- Contribute actively outside of meetings to help with reviews
- Never let personal interests, views or prejudices affect your conduct

Opportunities for you

- Help to make a real difference to our communities
- Meet new people, including Panel members and BVT staff
- Ongoing learning and development opportunities that are good for your CV
- Learn more about how BVT works and the range of services provided
- Learn more about the Housing Sector and BVT's regulatory responsibilities

Time commitment

- There will be a minimum of 5 formal meetings each year that will last for approximately 2.5 hours. These meetings will be around every 3 months and are usually held outside of working hours (after 5pm)
- It is expected that Panel members dedicate an hour a week to Scrutiny Panel work outside of these meetings. This may increase during busy review periods and the time may not be spread out evenly across the weeks

What BVT will provide

- An induction programme with appropriate levels of support provided by BVT and ongoing training
- Access to meeting rooms as and when needed
- Access to an online portal to allow for review work to be carried out outside of meetings
- Reasonable, allowable expenses such as mileage and printing can be claimed

Person **specification**

Competencies, behaviours and skills

We are looking for customers who want to take a real active role in helping to improve services that are delivered to not only themselves but to our communities as a whole.

Competencies, skills and behaviours needed

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| Team working and communication | Actively contribute to the Panel, listens to understand, recognises the strengths and contributions of others and enjoys working as a team. |
| Analysing and scrutinising | Naturally curious, seeks facts and information necessary to make decisions, determine key issues, identify gaps and draw appropriate conclusions. |
| Community focus | Demonstrates a clear customer perspective and an ability to understand and articulate customers' needs, champions the voice of customers and communities. |
| Organisational skills | Being able to manage lots of information, be prepared for meetings by reading the paperwork and being ready to ask questions. |
| Influencing and constructively challenging | Work together to reach agreement on decisions, respects and supports collective decisions made by the Panel. |
| Computer skills | Able to use the internet and carryout basic Google searches; send and receive emails; open, read and edit documents in Microsoft Word |

Skills and experience requirements

We require a range of skills and experience across our Scrutiny Panel but the most important one for BVT is having a curious mind and a real, genuine community focus.

We believe diversity brings diversity in thought, experience and approach and this can only help improve the breadth of skills of our Scrutiny Panel.

Whilst it would be helpful to have people with a background in housing, or research, or customer service, just having a curious mind and a commitment to helping BVT improve services for the wider community is really the most important.

How to apply

If you are interested in joining the Scrutiny Panel, please contact Ashleigh Perrigo, Head of Business Improvement at ashleighperrigo@bvt.org.uk to register your interest. Once you've registered your interest, Ashleigh will make contact with you and arrange for a chat. It is likely then, that we will arrange for you to observe a couple of meetings with a view to then formally joining the Panel.

If you would like to have a chat about the work of the Scrutiny Panel before you register your interest, please contact Ashleigh Perrigo, Head of Business Improvement at ashleighperrigo@bvt.org.uk or call 0121 667 1186.

Recruitment timetable

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| Deadline for expressions of interest: | June 2024 |
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