



Homes that change
people's lives

Job Advert: Independent Committee Member

Details

Reference

001890

Salary

Volunteer Role

Department

Board Committee

Hours**Job Type**

Temporary

Location

Head Office

Closing Date

Saturday, 30 November 2024

Job Description

We want to ensure that our customers' views and insight inform decision making at every level in the organisation and we are seeking to appoint up to two Elim customers as members of our new Customer Services Committee.

You will join as an Independent Committee Member with current or previous experience as a customer of Elim Housing and an understanding of the homes and services we offer. If you are interested in improving services for all our customers and willing to communicate your insight and views, we want you to help direct us over the period of growth ahead.

We are keen to increase our Board's diversity and warmly welcome applications from underrepresented groups.

What is the Customer Services Committee?

The Customer Services Committee is one of the four committees of the Elim Board. This committee directs and influences all of Elim's customer facing services, making sure that we deliver excellent services, good quality homes and that our customers are safe. Members focus on ensuring we make service improvements based on performance measures and customer feedback. The committee is also responsible for monitoring progress against the new Customer Experience Strategy and ensuring that we are continuously improving our customers' experience and satisfaction with Elim's homes and services.

The Committee meets four times a year either online, or in person at the Elim head office.

Person Specification

What skills, abilities and knowledge are we looking for?

We are looking for someone who is interested in the housing sector and the services Elim offers. If you can demonstrate an enthusiasm to understand our business and strategic plans and bring your perspective and insight into our decision making, we are keen to hear from you.

No previous committee or Board experience is required for this role, and we will provide you with the training and induction you need. We particularly welcome customers with experience of customer service or property-focussed business. This could include experience in retail, the construction industry, the care sector, hospitality or many other positions where there may be relevant transferable knowledge. We also welcome customers with experience of volunteering or working with local community groups.

We will pay committee members expenses, including IT equipment, childcare and travel expenses. We offer an excellent opportunity to develop new skills, knowledge and competencies to enhance your CV, whilst supporting our mission to deliver quality homes and support services that change people's lives.

Our vision is: ***to meet housing need and deliver homes that change people's lives.***

Elim colleagues, customers, the Board, and stakeholders have worked together to develop the Elim CARES values. These values set out how we aim to deliver our services and work together successfully

Contact Us

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About US

Providing homes, supporting people.

Elim Housing is a socially responsible business delivering quality homes and support services which positively change people's lives.

We engage and innovate, and work in collaboration with others to enhance the wellbeing and independence of individuals and communities.