

Role Description:

Customer Committee Member

Position: Customer Committee Member

Reports to: Board of Directors / Managing Director

Commitment: Meetings held quarterly (plus additional sessions as required)

Location: Hybrid (meetings may be held in person and virtually)

Purpose of the Role

Customer Committee Members ensure that the voices and experiences of customers, service users and partners directly inform decision-making at Portus Supported Housing. As part of the organisation's governance structure, members provide insight, scrutiny and challenge to help shape policy, improve services and strengthen customer influence across supported housing.

Key Responsibilities

- Represent the views and experiences of customers to support informed decision-making.
- Provide oversight of customer satisfaction and complaints performance.
- Scrutinise customer service performance, policies, and housing services to identify areas for improvement.
- Offer constructive feedback and recommendations to enhance service quality and customer experience.
- Work collaboratively with the Board, senior management, and fellow committee members to shape customer-focused strategies.
- Monitor and evaluate customer engagement activity, ensuring it is inclusive and accessible.
- Attend quarterly committee meetings, and any additional sessions or working groups as required.
- Maintain awareness of relevant housing policy, regulatory requirements, and best practice in supported housing.
- Contribute actively and impartially to discussions, maintaining a balanced and objective perspective.

Person Specification

Essential

- A customer of Portus Supported Housing (current tenant or service user) **or** someone with relevant sector experience such as an appointee, commissioner, or strategic leader in care or supported housing. Passion for improving housing services and advocating for customer needs.
- Strong communication skills, with the ability to express views clearly and listen to others.
- Ability to work effectively as part of a team.
- Commitment to confidentiality, fairness and ethical conduct.
- Willingness to dedicate time for meetings, discussions, and training.

Desirable

- Experience in committee work, community engagement, or advocacy.
- Understanding of social housing policy and regulatory frameworks.
- Basic knowledge of performance monitoring, service evaluation or customer insight.

Benefits of the Role

- Opportunity to influence and shape housing services and organisational policy.
- Experience in governance, leadership, and customer engagement.
- Access to training and development to build skills and confidence.
- Connections with housing professionals and fellow customers.
- Ability to contribute to meaningful improvements in supported housing.

Application Process

Customers interested in joining the Committee should submit an expression of interest explaining why they wish to be involved.

Email: recruitment@portus-sh.org.uk

Phone: 0161 786 6000

Website: www.portus-sh.org.uk

A short form will be provided, and shortlisted applicants may be invited to an informal discussion to explore suitability for the role. This role offers customers a genuine opportunity to shape the services they receive and ensure Portus Supported Housing remains responsive, accountable and customer focused.

