

ROLE PROFILE

Equity, Diversity and Inclusion (EDI) Group

ROLE PURPOSE

1. **Accessible and welcoming:** The group will make sure Accent's services, communications, and spaces are accessible and welcoming to everyone - regardless of race, gender, disability, age, religion, or background.
2. **Shape the culture:** You'll support Accent in building a culture where fairness, inclusion, and respect are at the heart of everything they do.

WHAT YOU'LL BE DOING

3. **Shaping services:** You will review and influence policies, equality impact assessments and service plans to ensure they work for all customers.
4. **Reviewing communications:** You will review and give feedback on a range of communications to make sure they're inclusive and accessible.
5. **Evidence of Influence:** The Regulator of Social Housing (RSH) requires clear evidence that customers are actively shaping service delivery, and your role will support with the gathering of evidence.

SKILLS AND EXPERIENCE

6. **Customer Focused:** You will be able to show empathy and represent customer needs with care and respect.
7. **Interpersonal skills:** You will be a great listener and able to share your views clearly and positively, helping to create constructive conversations.
8. **Teamwork:** You will collaborate with group members and the wider community to drive positive change.
9. **Organisational awareness:** Have—or be open to learning about—Accent as an organisation, so you can contribute confidently.
10. **Sector Knowledge:** Be willing to learn about the social housing sector to better support your community and influence positive change.

COMMITMENTS

11. **Understand your role:** This is a key role in helping Accent deliver its strategy and vision. It is important to understand what's expected and if anything's unclear, the Customer Engagement Manager can support you.
12. **Live Accent's Values:** Showcase Accent's values in everything you do: Smart, Driven, Caring, and Inclusive.
13. **Promote Inclusion:** Treat everyone fairly and respectfully, supporting a diverse and welcoming environment.

14. **Support the panel:** Respect others' views, stay positive in challenges, and help build group trust.
15. **Follow the Working Well Together Guidelines:** You will be asked to sign and follow Working Well Together Guidelines. It's important you follow to these guidelines - serious breaches may result in being asked to step down.

TRAINING AND SUPPORT

16. **Learning and development:** Accent are committed to supporting your learning and development so you can thrive in your role. If there are any areas where you'd like support, please ask the Customer Engagement Manager.
17. **External training:** Accent are members of TPAS who provide a range of training opportunities for involved customers. Examples of training and events can be found on their website.