

ROLE PROFILE

Chair of the National Customer Group (NCG)

ROLE PURPOSE

1. **Group effectiveness:** The Chair plays a key leadership role, helping the group stay focused, organised, and effective during meetings and when carrying out group tasks.
2. **Supporting group members:** Actively build good working relationships with group members, supporting them to fulfil their role, and making sure their voice is heard in meetings.
3. **Group representative:** The Chair will act as the representative for the group, communicating decisions and updates clearly and confidently to a range of groups and colleagues.

WHAT YOU'LL BE DOING

4. **Leading and facilitating meetings:** The Chair is responsible for planning and leading the meetings including setting the agenda and sending out any information for the group to read beforehand. The Customer Engagement Manager can support the Chair with this task.
5. **Providing direction:** You will summarise key points and guide the group toward clear decisions, keeping the group focused and staying in line with the purpose of the group.
6. **Encouraging teamwork:** You will be a key point of contact for the group for guidance and support and help resolve and issues or disagreements constructively.
7. **Acting as a spokesperson:** You will attend the Customer Experience Committee (CEC) on behalf of the group. There will also be the opportunity to attend other Accent meetings such as team meetings, operational meetings, and project meetings.
8. **Recruitment:** You will be responsible for recruiting new members to the group, supported by the Customer Engagement Manager.

WHAT WE DON'T EXPECT YOU TO DO

9. **Supporting individual customer issues:** While your role focuses on the bigger picture, like shaping services and improving customer experience, we kindly ask that you do not get directly involved in individual matters. If these types of issues arise, please pass them on to the Accent team, who will be happy to respond to these outside the meetings.

SKILLS AND EXPERIENCE

10. **Organisation and time management:** These skills are key to the success of this role when it comes to planning for meetings and making sure the group is keeping on track and following through.
11. **Strategic thinker:** You'll have the ability to see the bigger picture and helps others do the same.
12. **Customer Focused:** Show empathy and represent customer needs with care and respect.
13. **Interpersonal skills:** You will be a great listener and able to share your views clearly and positively, helping to create constructive conversations.
14. **Teamwork:** Collaborate with group members and the wider community to drive positive change.
15. **Lived experience:** Share your experiences with Accent services to offer valuable insights.

16. **Organisational awareness:** Have—or be open to learning about—Accent as an organisation, so you can contribute confidently.
17. **Sector Knowledge:** Be willing to learn about the social housing sector to better support your community and influence positive change.

COMMITMENTS

18. **Understand your role:** This is a key role in helping Accent deliver its strategy and vision. It is important to understand what is expected and if anything is unclear, the Customer Engagement Manager can support you.
19. **Live Accent's Values:** Showcase Accent's values in everything you do: Smart, Driven, Caring, and Inclusive.
20. **Promote Inclusion:** Treat everyone fairly and respectfully, supporting a diverse and welcoming environment.
21. **Support the group:** Respect others' views, stay positive in challenges, and help build group trust.
22. **Follow the Working Well Together Guidelines:** You will be asked to sign and follow Working Well Together Guidelines. It is important you follow to these guidelines - serious breaches may result in being asked to step down.

TRAINING AND SUPPORT

23. **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.
24. **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.