

ROLE PROFILE

Editorial Panel Member

ROLE PURPOSE

1. **Examine Accents services:** As a member of the Editorial Panel, you'll help shape how Accent communicates with its customers by making sure that everything we publish—whether digital or printed—is clear, accessible, and customer-friendly.
2. **Represent all customers:** You will make customers diverse needs are considered when creating or reviewing customer communications.
3. **Raise awareness:** You will help champion the group's work by collaborating on and sharing its impact with customers through existing or new communication channels.

WHAT YOU'LL BE DOING

4. **Reviewing communications:** You'll look at newsletters, policies, website content, and other materials to check they're easy to understand and reflect what matters to customers. You'll share your thoughts and suggestions to help improve existing communications and co-create new ones.
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. **Clear communication:** You will be able to write or speak clearly and confidently, helping us create content what's easy for everyone to understand.
7. **Attention to detail:** You will spot areas where communications could be improved and suggest practical changes.
8. **Interpersonal skills:** You will be a great listener and able to share your views clearly and positively, helping to create constructive conversations.
9. **Teamwork:** You will collaborate with group members and the wider community to drive positive change.
10. **Organisational awareness:** Have—or be open to learning about—Accent as an organisation, so you can contribute confidently.
11. **Sector Knowledge:** Be willing to learn about the social housing sector to better support your community and influence positive change.

COMMITMENTS

12. **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.
13. **Live Accent's Values:** Showcase Accent's values in everything you do: Smart, Driven, Caring, and Inclusive.

14. **Promote Inclusion:** Treat everyone fairly and respectfully, supporting a diverse and welcoming environment.
15. **Support the panel:** Respect others' views, stay positive in challenges, and help build group trust.
16. **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

17. **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.
18. **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.