



Volunteer Opportunity

Gloucester City Homes (GCH) can only build successful communities by working together with its tenants to understand whether the services it provides are fit for purpose. We are looking for tenants to join our Tenant Panel who can help us to achieve this aim. It's a great opportunity for anyone looking to get involved, develop great experience, benefit from free training, meet new people, improve your skills and help to make our housing services better.

Role Profile: Tenant Panel Member

Purpose of the role

Tenant Panel Members will work with a wider group of GCH tenants to help improve housing services for all tenants across the city.

This role will suit you if you are...

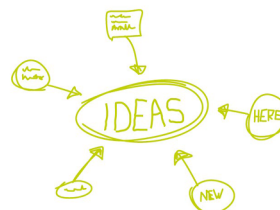
- a current GCH tenant or living in a GCH property
- willing to learn new things
- enthusiastic and committed to helping other GCH tenants
- able to work well with other people in a team
- a good listener and communicator
- objective and impartial
- trustworthy with confidential information
- willing to challenge GCH staff appropriately to understand and resolve issues
- able to commit to attending monthly meetings (lasting around four hours) and initial panel member training (up to four days) during the first three months
- someone who has access to a device which can access documents sent electronically

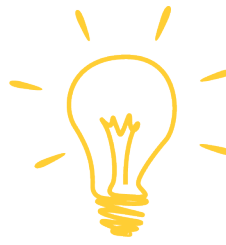
What's involved?

As part of this role you will need to:

- attend meetings, training and planning sessions
- read reports and documents in preparation for meetings
- review performance information provided by GCH, tenant groups and other organisations
- prioritise service areas for review
- make recommendations to improve services
- assist in the preparation of reports
- present findings of investigations/reviews to the GCH Executive Leadership Team and Board

gch.co.uk/tenantpanel





It will be your responsibility to:

- familiarise yourself with customer facing GCH policies and practices
- review relevant information in advance of each Tenant Panel meeting
- observe confidentiality
- remain impartial and objective at all times
- not use your role to raise personal issues/concerns
- carry out your responsibilities with integrity and with high standards of behaviour
- treat everyone with respect and ensure that you are responsive to the needs of people in your community

Member benefits

Recognising that this is an important role and a big commitment we offer the following package for members:

- A £25 shopping voucher per Tenant Panel meeting
- Payment of expenses including travel, parking and care allowance
- FREE individual membership of TPAS
- A comprehensive induction and ongoing development opportunities linked to responsibilities
- Individual training budget of up to £250 per year linked to career or personal development
- A laptop/tablet to undertake duties
- The opportunity to achieve an accredited qualification

How do I register my interest?

For an application form you can:

- Complete a form online: www.gch.co.uk/TenantPanel
- Email us: tenantpanel@gch.co.uk
- Call us: 01452 424344

If you would like to talk to us about this opportunity please contact Tori on 01452 833200.

What happens next?

If you decide to apply you will be invited to an informal assessment process run by current Tenant panel members and GCH staff where you will have the opportunity to learn more about the role and demonstrate that you have the key requirements to undertake it. If you are offered a place on the panel we will provide comprehensive training and support to ensure the panel is effective and successful.

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