

Role Description: Regional Scrutiny Group (RSG) Member

Responsible to: Co-ordinator of the RSG

Responsible for: Scrutinising the services that THG provide

Main Tasks

1.	To carry out scrutiny exercises of services provided by Together Housing Group by employing or commissioning a variety of different surveying methods such as :- <ul style="list-style-type: none"> • Mystery Shopping • Staff conversations and job shadowing • Carrying out surveys • Interviewing customers • Participating in focus groups • Reviewing performance data • Desk top reviews
2.	Understand the services, provided by Together Housing
3.	Making use of such information such as the Annual Report and performance data, agree an annual work plan with the Scrutiny Co-ordination Group (SCG)
4.	Develop best practice models by comparing services with other providers
5.	Submit scrutiny reports and findings, with recommendations for improvements or highlighting areas where there are significant issues
6.	Attend meetings and training events; ensuring adequate preparation is made for meetings by reading and assessing papers and reports beforehand
7.	To uphold THG's business-wide policies and Code of Conduct for scrutiny volunteers and abide by Data Protection regulations
8.	Acting in a manner which clearly upholds the vision and values of THG
9.	To adhere to Health & Safety Legislation and to take reasonable care for the Health and Safety of yourself and other persons
10.	Any other reasonable duties as agreed by the RSG and the Co-ordinator of the RSG.

Person Specification

	RSG members should be able to demonstrate the following qualities :-
1.	Ability to review and respect confidential information, performance data, and reports.
2.	Have good listening and communication skills.
3.	Be professional, tactful, diplomatic, open-minded, and non-judgemental
4.	Have the ability to work to deadlines and as part of a team.
5.	Be prepared to develop presentation and report writing skills.
6.	Able to attend regular meetings and training sessions which may include travel outside your local area.
7.	Ability and confidence to discuss issues with senior management, officers, and other RSG's.
8.	Be able to contribute constructively to discussions and debates, developing a mature working relationship with colleagues on the RSG, staff and in the governance structure e.g. Operations Committee.
9.	Able to make concise recommendations, and present findings to a range of audiences.
10.	Keep up to date with developments in social housing and tenant scrutiny.
11.	Be prepared to learn to use devices such as a laptop, tablet or PC and how to use the internet and email.