

Now recruiting for an exciting new volunteering opportunity, Scrutiny Partnership

The Scrutiny Partnership is an independent group of customers who work with us to look at how well we are delivering our services and to make recommendations for improvements.

To do this we are looking for customers who want a rewarding and challenging opportunity to:

- Work as part of a team, alongside other customers.
- Take an independent view of Newport City Homes' (NCH) performance, looking at quality and value for money.
- Review our Service Improvements using performance data, customer feedback information and other evidence to review priority areas.
- Assess performance against expected standards.
- Constructively hold NCH to account where performance falls below expected standards

What does it involve?

- Attending meetings (2-3 hours per month), training and planning sessions.
- Reading documents in preparation for meetings.
- Reviewing performance information and prioritising service areas for review.
- Gathering information on service areas from a variety of different sources including asking NCH colleagues about their service area.
- Assisting in the preparation and presentation of reports.

What skills or experience will you need?

- Enthusiasm and commitment.
- A team player – working with others in the team to achieve goals and improve services to tenants.
- Respect for other people even when their views and opinions may be different from your own.
- A willingness to talk about solutions and contribute ideas.
- Ability to be objective, open and honest and to respect confidentiality.
- Ability to analyse and question issues and information presented in reports.

Training and/or mentoring can be provided in all aspects of the work you will undertake, so you don't need to worry if you don't have many of the skills at the moment – willingness and an ability to learn is more important.

What can you expect from the role?

There are real benefits to being a part of our Scrutiny Partnership. You will have access to excellent training in areas including: communicating, interviewing, persuading and influencing people, negotiating skills and assertiveness. We'll be team building and looking at Housing in a wider context as well as learning about the current challenges facing customers, the national context and why that's important to customers locally. It's never too late to learn new skills, which could help in everyday life or for future employment opportunities. It also provides great networking opportunities.

If you are passionate about your community and about supporting people, then this is a great way to have a real influence in how homes and communities are managed in Newport. It may be true that no one person can solve all the world's problems, but what you can do is make that little corner of the world where you live just that little bit better.

What will I get in return?

- Access to courses and training relevant to the role
- It will increase skills and confidence that can help you in your personal and professional life.
- Work as part of a team of customers and make new friends
- The satisfaction that you can really make a difference to the services that customers receive.
- Out of pocket expenses

Availability

We will try to work around your availability and will programme in training and meetings to a time that suits the majority of the group. However, it is likely that training will take place during daytimes and may also include overnight stays at training centres or at conferences, though this is not compulsory.

Location

Meetings, and most training courses, are currently held on Zoom.

Expenses

We aim to ensure residents aren't out of pocket as a result of volunteering. Expenses will be paid in accordance with our policies. Travel, childcare and carer costs are covered, as would subsistence and accommodation if customers are required to stay overnight. We will also reimburse for telephone calls, mailing costs and any other reasonable expense.

For an informal chat about this role, please contact:

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