

Person Specification		
<b>Role Title:</b>	<b>Customer Influence and Assurance Panel member</b>	
<b>Responsible to:</b>	Sue Edgerley	
	<b>Criteria</b>	<b>Essential / Desirable</b>
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of the Regulatory environment in Housing, in particular the Consumer Standards / Housing Ombudsman</li> <li>• Understanding of the needs and aspirations (and/or links within) the communities served by Croydon Council.</li> <li>• Experience of working in a committee setting or of representing collective interests of a wider group of people</li> </ul>	Desirable Essential Desirable
<b>Abilities &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Able to analyse, interpret and absorb information and evidence effectively and identify relevant points for discussion.</li> <li>• Able to express views clearly and effectively in a meeting environment making reasoned and thoughtful contributions.</li> <li>• Able to work as a member of a team acting and thinking about what is best for Croydon Council and all its residents.</li> <li>• Able to work collaboratively with Croydon Council's partners and stakeholders.</li> </ul>	Essential Essential Essential Desirable
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Shares the vision, values and commitments and ethos of the organisation.</li> <li>• Future focused; embraces change, improvement, self-reflection, learning and development.</li> </ul>	Essential Essential
<b>Time Commitment</b>	<ul style="list-style-type: none"> <li>• Has the time and energy needed to undertake the responsibilities of the post in an appropriate way. Estimated as 6 – 8 meetings per year.</li> </ul>	Essential
<b>Other</b>	<ul style="list-style-type: none"> <li>• A current resident of Croydon Council (<i>tenants and leaseholders</i>)</li> </ul>	Essential