

PERSON SPECIFICATION



POST TITLE: **Resident Scrutiny Panel Member**

		ESSENTIAL	DESIRABLE
STATUS	<ul style="list-style-type: none"> • Be a Tenant or Leaseholder of North Lincolnshire Homes 	✓	
TIME COMMITMENT	<ul style="list-style-type: none"> • Attendance at training, observation site visits and meetings (4 to 6 meetings per month) • Attendance at meetings with a mixture of office and out of office hours • Time to carry out research, reading reports – digesting information etc. 	✓ ✓ ✓	
EXPERIENCE AND KNOWLEDGE	<ul style="list-style-type: none"> • A commitment to customer service and how to apply it in the best interests of current and future tenants, residents and leaseholders • An awareness of tenants and residents' priorities • An understanding of what represents high quality and value for money services • Previous experience of performance analysis • Financial awareness 	✓	✓ ✓ ✓ ✓
ABILITIES AND SKILLS	<ul style="list-style-type: none"> • Ability to work independently and as part of a team • Ability to understand and analyse reports and information • Ability to produce written reports 	✓ ✓ ✓	✓

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	<ul style="list-style-type: none"> • Computer literate 		
COMMUNICATION	<ul style="list-style-type: none"> • Possess excellent verbal communication skills • Presentation skills • Able to express views clearly and effectively in a formal meeting setting, making reasoned contributions • Ability to challenge constructively, whilst respecting the roles, views and feelings of others 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Concern and commitment to NLH and to the interests of current and future tenants, residents and leaseholders • A commitment to equal access and treatment in service delivery • Strong interpersonal skills • Ability to work on own initiative and to deadlines • Ability to exercise discretion and diplomacy and maintain confidentiality • Flexible and adaptable to meet the needs of the Panel 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
EQUALITY AND DIVERSITY	<ul style="list-style-type: none"> • Understand and demonstrate a commitment to equality of opportunity and diversity 	<p>✓</p>	