**Role title Resident scrutiny panel member**

**Purpose of role.** To work collaboratively with West Kent staff to support and develop their services to customers. To identify what we do well and areas for improvement.

**Responsibilities**

Supported by the resident involvement team

* Work as part of a team to analyse West Kent services and policies for the benefit of West Kent customers
* Research West Kent services, with the support of the resident involvement team, to identify topics or services to review.
* Speak to staff across the business to gain a better understanding of a chosen topic
* Create a list of recommendations to improve the wider customer experience
* Present findings to the board and teams across the business
* Communicate openly, honestly, and professionally
* Represent West Kent by living the values to other panel members, West Kent staff and visitors
* Contribute to the development of the scrutiny function at West Kent
* Be self-aware and honest if you are unable to remain impartial and unbiased
* Work flexibly, this role will require working outside of normal office hours and to attend meetings.

**Person details**

**Experience, knowledge, and skills**

* Good communication skills: able to write using plain English, speak clearly and listen skilfully
* Able to build positive relationships, collaborate and influence a diverse range of people
* Able to act in an unbiased, professional manner
* Excellent organisation and time management skills
* ICT proficient – use of the internet, Microsoft programmes including Word and Outlook
* Numerate and able to understand and interpret data
* Self-motivated and happy to work independently on tasks but also contributes well to a team
* A keen interest to develop the customer experience at West Kent
* Receptive to learning on the job and open to training courses to help you in this role
* Interest in service development for an improved customer experience.