

Role description

Role Name: Resident Readers

Who: Open to all residents of Babergh and Mid Suffolk District Councils.

Time commitment and frequency: Short bursts of commitment when reading materials needs to be reviewed and reported on.

Main purpose

We need Resident Readers to review planned publications and give us insight on how easily understood our communications with our residents are, including feeding into our annual report.

We always strive to use plain English in our communications. However, there are times when acronyms and language will be used that officers will be very familiar with but could be confusing for our residents. This is hard to spot for those writing the materials as they will be very familiar with the subject matter.

We will therefore use residents as our ultimate proof-readers to ensure communications are clear and consistent as well as sense check the tone and content of our communications.

Duties and responsibilities

- Be contactable to receive copies of planned communication, either digitally or via hard copy.
- Have time to review these materials and make comments.
- Report back to officers in a timely manner.

Our Values

- Empowering, valuing and developing our people
- Valuing our customers
- Being open and honest
- Taking ownership
- Being ambitious

Equality and diversity

Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).



Our Values

...we believe in



OUR CUSTOMERS

BEING AMBITIOUS

TAKING OWNERSHIP

BEING OPEN and HONEST

OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.