

Role description

Role Name: Tenant Experience Champions

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

Time commitment and frequency: Short bursts of commitment when specific project work is ongoing.

Main purpose

Some Tenants are passionate about certain aspects – repairs, grounds maintenance, disabled adaptations or anti-social behaviour for example. Often, it's something that the Tenant has direct experience of.

We would like for these individuals to work with us when reviewing a specific service or issue, giving us their experiences on their use of that service, and influencing how we can make things better for all tenants.

This would be on an ad-hoc basis and could involve reviewing documents, meeting officers for round table discussions or just phone calls or digital methods, depending on the scale of the subject matter. This would likely be in a Task and Finish format.

Duties and responsibilities

- Be happy to receive information on a service or issue to review and get a level of understanding.
- Be involved in meetings either online or in person to discuss these issues and make a contribution to the development of them.
- Review progress at regular intervals and give opinions.
- Report back to the Tenant Board.

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.