



Customers and Communities Committee – Customer Committee Member

Recruitment Pack

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Who we are

We're more than just a landlord

Formed in a merger between two of the city's biggest housing associations in 2015, we're now the largest social landlord in central, south and east Manchester. We own and manage more than **12,000** properties, but we're more than just a landlord. People will always be at the heart of what we do. Our role as a trusted Registered Provider of Social Housing goes well beyond putting people in safe and secure homes. That's not to say it's not one of our key priorities – it's simply one of the many things we do to help our customers live happy and fulfilled lives.



We invest in new and existing homes for rent and sale, community facilities, and public space.



We provide money advice, wellbeing help, employment, training support and more.



We build strong partnerships to support inclusive growth and to build a brighter future.

Our plans for 2022-2029 are built around three priorities: People, Place, Prosperity:



People: Customers and colleagues are at the centre of what we do. We're committed to keeping everyone safe and treating people equally and fairly. We're determined to listen more to customers and use their feedback to shape our services. We want to recruit and keep talented colleagues who feel rewarded and inspired.



Place: Where you live can determine what happens in your life. We want to help people succeed by providing quality, affordable, secure homes to rent and buy - and build more to meet future needs. We're investing in sustainable communities that people are proud to live in.



Prosperity: We want our customers and communities to thrive, so we're committed to tackling inequalities and creating opportunities. We're determined to build more homes and regenerate more places, help more people find work and training, make their money go further, and live well.



What we're about

We're working towards a brighter future. Times are challenging, with growing inequalities, poverty, cost of living pressures and climate change.

We're committed to working in partnership with other organisations to address these issues for the benefit of our customers, the city and Greater Manchester.

At the same time, we're determined to provide better quality, safer homes and be more accountable to customers. We want those who live in our homes, both now and in the future, to prosper and live well as part of a thriving Manchester.



Our Vision

To create inclusive, connected and sustainable places where people can thrive and live well



Our Purpose

To provide good quality homes, great services and real opportunities for our customers and communities



Our Values

We're a values-led organisation. Our values are at the heart of One Manchester and everything we do

Our shared **HEART** values create a connection between ourselves and our customers. They capture who we are, what we believe in, and what we stand for as an organisation. We want everyone who deals with us to experience our values. To be more than just words, we must constantly make sure these values are positively seen and felt throughout our organisation.

Honest
Enterprising
Accountable
Respectful
Trustworthy



Our leadership

Leadership sets the future direction of our organisation, ensuring our services are well-run, that we're delivering on our promises, and that we're achieving the best outcomes for our customers and communities

Executive Leadership team



Nic Kershaw
Chief Executive and
Member of the Board



Charlotte Grover
Chief Experience
Officer



Andrew Cooke
Chief Financial
Officer



Chris Murphy
Director of People
and Governance

One Manchester Board

The Board provides oversight, governance and leadership to One Manchester in the pursuit of its strategies to fulfil its charitable purposes. They play an essential role in ensuring our services are well run, that we're delivering on our promises, and achieving the best outcomes for our customers.



Yashar Turgut
Chair of the board



Nicole Kershaw
CEO and Board
member



Rabnawaz Akbar
Board member



Cath Wilson
Board member



Dave Bullock
Board member



Sue Lock
Board member



Tony Deakin
Board member



Gillian Drakeford
Board member



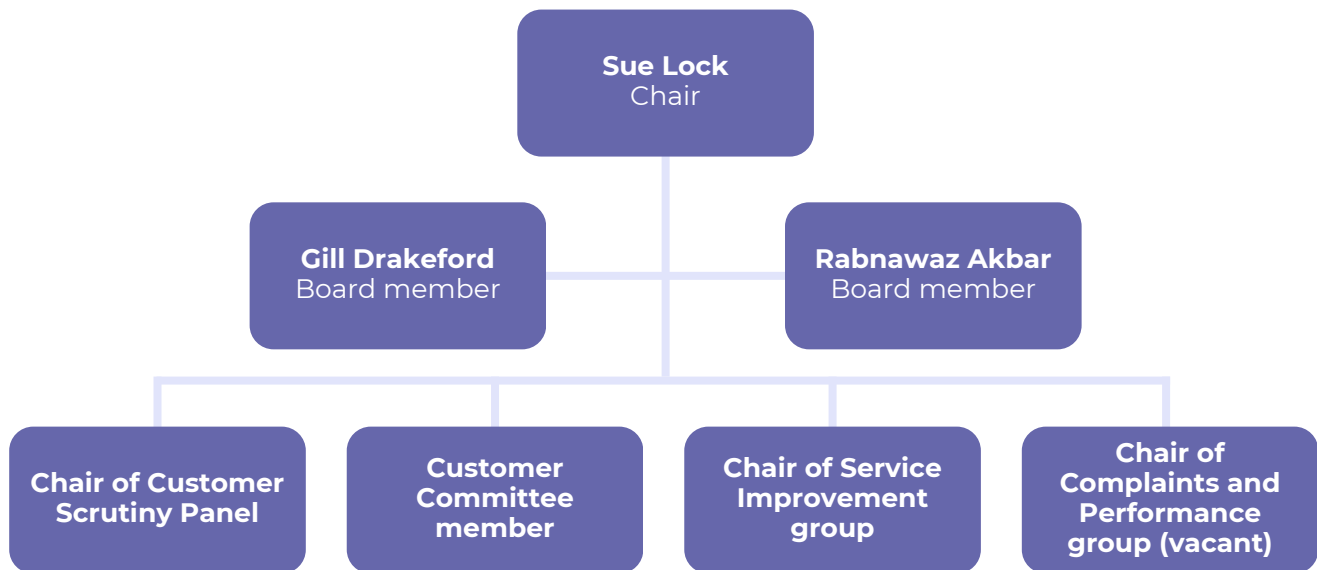
Guy Marshall
Board member

To read more about One Manchester's leadership groups, click here:

onemanchester.co.uk/aboutus/ourleadership

Customers and Communities Committee

If successful, the candidate will be joining 6 other customer panel members.



Customers and Communities Committee Terms of Reference

- The Customers & Communities Committee helps make sure customers' voices are heard and used to improve One Manchester's services.
- It listens to feedback from customers, complaints, surveys, the Customer Scrutiny Panel, councillors, MPs and other sources.
- It checks that services are improving based on what customers are telling One Manchester.
- It helps make sure One Manchester meets consumer regulatory standards and complaint handling requirements.
- It reviews customer-facing strategies, policies and reports, including customer experience, customer voice, complaints and Tenant Satisfaction Measures.
- It monitors key services that matter to customers, including repairs, adaptations, empty homes, neighbourhood services, community investment and local support.
- It works with the Customer Scrutiny Panel so customer views can be shared with the Board and used in decision-making.
- It helps make sure One Manchester understands customers' needs and uses that insight to provide fair, effective and accessible services.

What we're looking for

Role profile and purpose



The Committee's purpose is to provide assurance to the Board that the Customer Voice, and the Consumer Regulatory requirements, are shaping continuous improvements to customer experience and services, ensuring these factors are fully considered when recommending approvals to the Board to assist in their decision making.

Accountability

Members must adhere to any legal and regulatory requirements applicable to One Manchester's activities. There's a growing demand within the sector and wider general public for Registered Providers to be open and accessible for their actions and inactions. Where appropriate, Members should consider the wider implications of the processes they're reviewing.

Duties

Governance and Compliance

- Comply with One Manchester's Code of Governance, Code of Conduct, policies, procedures and standing orders.
- Uphold and promote One Manchester's values, objectives, anti-corruption commitments, and approach to diversity and equal opportunities.
- Act at all times in the best interests of One Manchester.

Duties – continued

Committee Responsibilities

- Contribute to and share responsibility for Committee decisions.
- Attend Committee meetings and be properly prepared by reading papers in advance.
- Attend all Committee meetings unless prevented by the Rules or relevant governance requirements.

Strategic Oversight and Challenge

- Constructively challenge and help develop strategic proposals.
- Scrutinise management performance against agreed goals and objectives.
- Monitor performance reporting and ensure appropriate oversight.

Financial and Risk Oversight

- Satisfy yourself that financial information is robust and reliable.
- Ensure financial controls and risk management systems are strong and defensible.

Training and Development

- Attend induction, training, performance review sessions and any other required events.
- Undertake annual performance evaluations and complete any resulting actions.
- Continue to develop and refresh knowledge and skills relevant to the role.

Stakeholder and Regulatory Responsibilities

- Perform duties with reasonable skill and care and ensure activities remain within the Association's permitted objects and powers.
- Insist on receiving high-quality information in sufficient time before meetings.
- Take account of the views of shareholders and other stakeholders where appropriate.
- Become familiar with all matters relevant to the Committee's work, including regulatory and statutory requirements.

Complaints & Performance Group Meetings

- Chair the Complaints & Performance Group meetings (4 meetings per year).
- Review complaints, performance, and tenant satisfaction to provide recommendations.

Duties – continued

Time Commitment

The role also requires preparation for and attendance at:

- Customers & Communities Committee meetings.
- Complaints & Performance Group meetings.
- Site visits.
- Training and update meetings.
- Committee evaluation activities.

Essential Criteria

- You must be aged 18 or over and be a One Manchester customer.
- You should be able to give enough time to prepare for and attend meetings, training sessions, site visits and evaluation activities.
- You should be willing to read papers in advance and take an active part in discussions.
- You should be able to attend regularly and let us know if you cannot make a meeting.
- You should understand, or be keen to understand, the views and experiences of customers.
- You should care about improving services and helping achieve better outcomes for customers.
- You should be willing to represent and consider the interests of customers and other stakeholders when decisions are made.
- You should be comfortable sharing your views in a positive and constructive way.
- You should feel able to review reports, committee papers, financial information and risk-related matters, with support where needed.
- You must be able to keep information confidential and handle sensitive information carefully.

Desireable Criteria

- An understanding of good governance, or a willingness to learn more about it.
- The confidence to ask questions and offer constructive challenge while working well with others.
- The ability to contribute to discussions about future plans and give helpful feedback on proposals.
- The ability to see the bigger picture and think about what is best for customers and One Manchester in the longer term.
- The confidence to look at performance information and ask thoughtful questions.

Our approach to Equality, Diversity and Inclusion

It's important to us that our workforce is representative of the communities we serve, and that's why we're big on promoting and celebrating EDI.

The cultural diversity of our city is reflected in our homes, neighbourhoods, customers and colleagues, and we're here to support these diverse communities and ensure equal opportunities for all.

EDI is at the heart of our work

Equality, diversity and inclusion is crucial to our vision, purpose, and shared behaviours. We're here to help our customers and colleagues to live well and thrive within our diverse communities, ensuring equal opportunities for all.

We're working to ensure we continue to provide good quality homes, great services, and real opportunities for everyone.

We believe everyone in our communities, be it One Manchester colleagues, our customers, or the people who live in our neighbourhoods, should have the opportunity to live happy, safe, and successful lives.

Our inclusive culture

We draw strength from our differences and are proud of our inclusive culture, where everyone can be themselves. Our colleagues participate in initiatives to raise awareness and understanding of EDI, and have a meaningful voice and get the opportunity to have their say about all things EDI. We have a number of colleague groups that support this work, including our INC. Group, Neurodiversity Group, and Colleague Voice Forum.



One Manchester fact file

In 2025/26:

We have over

12,500

homes

We have over

28,000

customers

We have

472

colleagues

We have

75.9%

overall satisfaction
with our services

We have

175

engaged customers

We've done

43

consultations

We've built

31

new homes

We've helped

714

customers through our
Thrive Fund

We've completed

67,979

repairs (including gas
servicing)

Find more about our performance on our website
onemanchester.co.uk/our-performance



How to apply

To apply for this role, please submit the following:

- A CV setting out any professional and/or voluntary work experience
- An expression of interest highlighting why you're interested in the opportunity and how you meet the criteria for the role

For more information about the role and to apply please contact:

 **Governance Team at One Manchester**

 **governance@onemanchester.co.uk**

Application process: Please submit an expression of interest along with your CV. The recruitment process will be open and skills-based. If shortlisted, you will be invited to a formal interview with the Governance Manager and the Director of Customer Experience.

One Manchester Board Members and/or employees or 'connected persons' to One Manchester Board Members and Employees (as defined by the Companies Act 2006) are not eligible to join the Panel.

The closing date for this role is Sunday 9 August

Want to find out more?

You can find out more about our Customer Scrutiny Panel by visiting:

www.onemanchester.co.uk/ourperformance/customer-voice/customer-scrutiny-panel

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 **@One_Manchester**

 **@One_manchester**

