



## Person Specification

No formal qualifications are necessary to be a member of the Resident Scrutiny Panel however there are ideal qualities members should possess. Where gaps exist successful applicants should be willing to access support and training to develop in those areas. This will be provided by Futures Homescape to ensure members become more effective in their roles.

CHARACTERISTIC		Essential	Desirable
<b>Attitudes and Values</b>			
Be committed to service improvement for all residents		*	
Have time to commit to the role		*	
Naturally inquisitive		*	
Be willing to learn		*	
Be enthusiastic		*	
<b>Knowledge and Experience</b>			
Basic knowledge of the needs of the communities served by the Company		*	
A knowledge of the services provided by this or other housing organisations		*	
An appreciation of current issues in social housing or a public sector environment			*
Experience gained in	One or more of the fields below:	*	
	More than one of the fields below:		*
<ul style="list-style-type: none"> <li>- Community Relations</li> <li>- Equality and Diversity</li> <li>- Resident Involvement or voluntary groups</li> <li>- Being a resident of a social housing provider</li> <li>- Your local area and area served by AVHL</li> <li>- Experience of or willing to learn basic IT skills</li> <li>- Report writing</li> </ul>			
<b>Skills</b>			
Good interpersonal and communication skills		*	
Strong team working skills		*	
Ability to consider issues and problems in the wider context		*	

<b>CHARACTERISTIC</b>	<b>Essential</b>	<b>Desirable</b>
Ability to form objective views based on evidence	*	
<b>Skills</b>		
Ability to set aside personal opinion to establish facts and outcomes	*	
Ability to solve problems in an innovative way	*	
Ability to analyse information and opinions and, when necessary, challenge constructively	*	
Ability to actively listen at meetings	*	
Ability to ask open questions	*	
<b>Personal Qualities</b>		
Supports and uphold the values, aims and objectives of AVHL	*	
Confidence, enthusiasm and drive to implement change	*	
Respects others attitudes, beliefs and traditions	*	
Integrity, honesty and objectivity	*	
Well organised and reliable	*	
Commitment to resident empowerment	*	
Commitment to personal learning and development	*	
Willing to commit the necessary time to the work of the panel and attend meetings during and outside normal business hours	*	