

Customer Oversight Group Role Description

Purpose:

As a member of the Customer Oversight Group you will work closely with our Customer Scrutiny Team to monitor and review the impact and outcomes of all Customer Scrutiny and Engagement activities carried out.

Your role will also be to ensure that we meet all of our regulatory requirements from external regulators.

Key roles:

- To monitor and review the processes and procedures in place for Customer Scrutiny
- 'Reality Check' and monitor the impact and outcomes from Customer Scrutiny and Engagement activity
- Commission further reviews or areas for Customer Engagement
- To write reports and provide regular updates on Customer Engagement activity taking place to the Operations Directorate Committee
- To be involved in the ongoing monitoring of compliance with our regulatory standards.

Other Responsibilities:

- To act as an Ambassador to Midland Heart, to uphold our values and adhere to the code of conduct(s) relevant to your role.
- To work closely and constructively with other customers and Midland Heart members of staff.
- To attend and participate in any required training

Key Skills Required:

- Good communication
- Good levels of literacy & numeracy
- Positive attitude and ability to be unbiased
- Moderate analysis skills

Training and Support:

- Expenses reimbursed in line with our Customer expenses policy
- Training on key subjects including , report writing and value for money
- Support from our Customer Scrutiny Team
- Access to an online forum for involved customers

Time Required:

- The Customer Oversight Group will meet once every 3 months (quarterly). Additional feedback/ communication may be required in-between meetings.

