Customer Task & Finish Group
Role Description

Purpose:

As a Task and Finish Group member you will work with us to discuss or monitor a particular subject/service or change for as set period of time. Each task will be given a set timescale and you will work with us from the start to finish. For example, you could be looking at how the Right to Buy Policy will work at Midland Heart. You would give us your views on what is planned; the impact on customers and help monitor how things are working for the first few months.

As a Task & Finish Group Member, you don't have to take part in every task. You can pick the topic(s) you want to be involved in based on your skills and interests.

Key roles:

- To work with Midland Heart members of staff to discuss or monitor a particular service, subject or change.
- To review and give constructive feedback on any proposals or improvement plans put forward.
- To give a customer perspective on the topic discussed and feedback ways to improve the service for all customers
- To work within the Terms of Reference defined for the group

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:

The skills required will differ depending upon the nature of a specific task and finish group however we would expect all member to have:
- The ability to be unbiased
- An interest in improving services for all customers

Training and Support:

- Expenses reimbursed in line with our Customer expenses policy
- Training on the topic to be discussed
- Support from our Customer Scrutiny Team
- Access to an online forum for involved customers

Time Required:

Depending on the topic being discussed, these groups could take anywhere from one afternoon to weekly meetings for a set period of time. The time expected to complete each task will always be made available before a task begins.

midlandheart.org.uk

midland heart
housing, care and opportunity