

**MIDLAND HEART LIMITED  
OPERATIONS COMMITTEE  
ROLE DESCRIPTION FOR  
INDEPENDENT COMMITTEE MEMBER WITH TENANT EXPERIENCE**

**Introduction**

As an existing tenant or leaseholder of Midland Heart, being a member of our Operations Committee you'll contribute your experience, knowledge and insight to provide effective scrutiny and guidance to our Executive Team and the Board regarding:

- our approach to tenant engagement;
- delivering tenant focused service;
- our operational performance; and
- our policies that directly impact the service and homes that we provide.

**Responsibilities**

1. To prepare for, attend and actively participate in meetings of the Committee (normally four each year), playing a full role in the discussions and business transacted at those meetings.
2. To receive and promptly respond to ad-hoc communications from other Committee members and executives within Midland Heart relating to the work of the Committee.
3. Bring to bear constructive challenge and independent judgement on matters of strategy, performance, resources and standards of conduct.
4. Discharge the other duties and responsibilities of a committee member of a Registered Provider of Social Housing with care and skill.
5. In undertaking your role as a Committee member you will act in accordance with the seven principles of public life; more details at [www.gov.uk](http://www.gov.uk).

**Purpose of the Role**

To play an active scrutiny and governance role as a member of the Operations Committee. The following section sets out the purpose and functions of the Operations Committee.

**Committee Purpose and Functions**

Tenant Focus and Engagement

- Oversee the effective implementation of the results of tenant engagement and tenant scrutiny.

- Ensure that tenant can influence and assist Midland Heart in the determination of activities, policies and practises affecting them.
- Provide the main conduit between tenants and Midland Heart by which the tenant voice is heard and used to shape future service direction and in strategic planning.
- Ensure that the tenant engagement strategy is effective in seeking tenant views of our future plans on key aspects approved each year by the Main Board.
- Receive feedback from tenants and act as a channel to the Main Board, escalating matters of concern where appropriate.
- Receive and review the outcomes of tenant engagement activities and tenant satisfaction surveys with a view to ensuring an understanding of the tenant experience which can then be reported to the Main Board.
- Identify key customer service-related risks that require management action and notify the Main Board of any such material risks and monitor the management of specific risks as requested by the Main Board.

### **Performance Oversight**

- Exercise oversight and scrutinise the quality of performance affecting tenants and determine resulting actions.
- Review arrangements for handling and learning from complaints.
- Provide assurance that quality assurance arrangements are effective and meet any applicable regulatory and contractual standards
- Oversee and comment on key performance indicators (KPIs) and ensure that any required remedial action plans are in place.

### **Operational Tenant Policy**

- Comment on and influence policy and procedure development.
- Approve customer facing policies.
- Oversee and provide assurance on compliance levels with such policies
- Provide assurance to the Main Board on the delivery of specific aspects of the Corporate Plan on which the Main Board has requested assurance.

- Review the effectiveness of our safeguarding arrangements.

### **Knowledge and Experience Sought**

You should demonstrate knowledge and experience in the following areas:

- An existing tenant or leaseholder of Midland Heart, who has not previously served on the Committee.
- Experience of community relations and needs, for example: equality and diversity, community regeneration, local housing needs, tenant needs and priorities, customer engagement and involvement.

### **General**

This position attracts an honorarium of £4,797 per annum. In addition, reasonable travel and other expenses related to the business of the Committee can be claimed in line with Midland Heart's expenses policy.

The appointment is for a maximum period of three years, reviewed each year.

Meetings of the Committee (four scheduled meetings per annum) are currently held after normal working hours at Midland Heart's offices in Bath Row, Birmingham, and usually take circa 2.5 hours, with a proposed change to office hours from 1<sup>st</sup> April 2025. One meeting a year (usually summer) is scheduled to last three hours.