

Role Profile:

Customer

Committee Member

Leadership Group	G
Role Profile Ref	XX
Joining Date	XX
Last Updated	April 2025

WE ARE ATEB

Welcome to your ateb role profile. Our Role Profiles connect us all with our shared ateb



Vision.

Our Shared purpose is to always deliver ...

> #1 | Creating better living solutions,

Through the adoption of a DNA that focuses on ...

> #2 | Trust | Togetherness | Empowerment.

We all have a role to play in realising our strategic aims,

> #3 | To improve customer service | Serve more people | Increase business effectiveness.

The design and delivery of our services will always focus on,

> #4 | The right customer outcomes as effectively as we can.

We all have a responsibility to support our Assurance Framework by managing our,

> #5 | Risks | Controls | Tests

and we must always seek to listen, understand, and learn as ...

> #6 | Improvement is the day job

The Vision and its supporting documents form part of this role profile.

1 | ROLE DETAILS

The headline details for this role:

The key role details are as follows:		This role will have the following assigned responsibility:
Name		Customer Committee
Title	Customer Committee Member	
Employer	ateb Group limited	
Level	Leadership Group G	
Directorate	Board	

2 | CUSTOMER

This role has the following responsibilities to our customers:

Core Responsibilities	
1	To discharge the duties of Customer Committee in accordance with its Terms of Reference, adhering to our code of governance, membership expectations and the group DNA.
2	To ensure that ateb is delivering its purpose of creating better living solutions and delivers the right customer outcomes as effectively as possible over the long term
3	To develop positive relationships and work collaboratively with Committee Members, Team Members, wider customer base and the ateb Group Board.
4	To scrutinise and challenge the work of the group, helping to identify and deliver improvements.
5	To provide feedback and ideas on proposed policies and strategies within the Committee's delegations.
6	To ensure the views and experiences of customers are heard and considered in decision - making
7	To support and improve engagement between ateb and its customers.

Other role responsibilities:	
1	Consistently demonstrates values of equality, diversity and inclusion.
2	To embed and uphold our values (DNA) at all times
3	To take responsibility for my ongoing personal development.
4	To undertake other duties as required which are compatible with the requirements of the role.

Elected Responsibilities (Where approved by Board)	
CC	Committee Chair
1	To discharge the expectations of the Committee Chair and support the delivery of Committee's duties in its Terms of Reference.
2	To focus the Committee Members on discharging their individual and collective responsibilities as detailed in the Committee Terms of Reference, Member Expectations document, and role profiles.
3	To support Committee Members in undertaking periodic appraisals of the effectiveness of the Committee.

4	To lead effective communication with all stakeholders on the work of the Committee to include the ateb Board and be a focal point for connection to the Board and teams working with the Committee.
5	Manage all Committee meetings in accordance with the groups DNA to ensure positive, supportive, open challenge and praise as required
6	To undertake other ad hoc duties consistent with the role of a Chair as appointed and reviewed by the ateb Group Board from time to time

3 | GROUP

This role has the following responsibilities to the Group:

To work collaboratively with all Committee Members, Team Members, the wider customer base and ateb Group Board to deliver the customer outcomes detailed below:

Service Area	Customer Outcome	Service Area	Customer Outcome
SA/16 — Board Management	Governance meets the required regulatory requirements	SA/01- Lettings	All properties let, all of the time
SA/17 — Strategy	Clarity on how we will maximise our purpose	SA/02 — Income Collection	All rent collected on the due date
SA/18 — Assurance Management	To be assured we are always compliant and doing the right things	SA/03 — Customer Advice & Support	Address & resolve customer enquiries @ 1 st point of contact
SA/19 — H&S	We meet our legislative and regulatory H&S requirements	SA04 - Maintenance	Fix issues to the customer's satisfaction
SA/20 — PR, Marketing & Communications	Positive growth of our brand. The right messages to the right audience at the right time	SA/05 — Shared spaces management	Our shared spaces are clean, well-kept and safe environments.
SA/22 — Performance & Data management	We know where we need to improve, where we are not compliant and where we are at risk	SA/06 — Compliance Works	All properties are compliant with legislative requirements
SA/23 — Procurement & Supplier Management	To ensure we compliantly deliver Value for Money services	SA/07 — Planned Improvements	Improvement programmes delivered to customer satisfaction
SA/29 — Financial Planning & Analysis	To maximise financial resources for our short, and long-term service area priorities	SA/08 — Customer Engagement	We improve service delivery through customer experiences
SA21/ Community Development	Our communities are empowered supported and engaged	SA/25 — Independent Living	We improve the wellbeing of customers who require additional support.

4 | PERSONAL

This role will require the following skills, values and behaviours:

Essential Requirements	
Lived experience of ateb homes and communities	This can be gained through being a direct customer, or by working closely in our communities with our customer base.
Decision making	Ability to assess and make effective, and inclusive evidence-based decisions that promotes assurance amongst stakeholders.
Team working	Be able to lead and participate in teams effectively supporting the right environment for teamwork to thrive.
Organisational skills	Ability to manage own responsibilities while supporting effective collaboration and coordination within a team environment
Customer service	Demonstrate the importance of customer service by always putting the wider customer first and articulating the collective customer voice.
Enthusiasm	Self-starter bringing personal drive and positive attitude to help find solutions to problems, always promoting our DNA.
Technology Competency	Confidently use ICT systems.
Analytical Competency	Ability to read, understand and engage meaningfully with reports and performance information. (support can be provided)

5 | TERMS & CONDITIONS SUMMARY

Full details of the terms and conditions for this role can be found in your Statement of Terms and Conditions. In return for undertaking the above role, Ateb will provide:

Term/Condition	Detail	Additional comments
Meeting Fee	As approved and reviewed time to time by Board	£50 fee for each meeting attended.
Travel Expenses	Yes	Travel, parking and any accommodation/subsistence costs are reimbursed to levels set in ateb's Financial Regulations.
Time Commitments	Will be reviewed from time to time	<p>The Annual schedule of minimum meeting commitments:</p> <ul style="list-style-type: none"> Up to 4 Committee meetings Up to 2 ateb group Board events <p>In addition:</p> <ul style="list-style-type: none"> Reading time Research / Personal development Training required to undertake the Committee Member role Ad hoc attendance at customer events to promote work of Committee.

Term/Condition	Detail	Additional comments
		<p>Additional time commitments for the Committee Chair:</p> <ul style="list-style-type: none"> Regular Communication via various channels on work of Committee Ad hoc attendance at Board Meetings to feedback on work of Committee.
Location of meetings	ateb offices Milford Haven	A flexible meeting system is in operation. We hold virtual, hybrid and in person meetings. You will be required to meet in person on occasions and these meetings take place at an agreed local venue.
Support & Development	Yes	You will be supported with an induction and training plan to match your skills and there will be opportunities for personal development.

6 | WE AGREE THE ABOVE REPRESENTS MY ROLE WITHIN ATEB

Parties	Signature	Date
Board - Chair		

The small print:

@ Recruitment: We will seek evidence examples through the application & interview process that you have the required skills, values and behaviours to succeed in this role.

@ Induction: We will establish the key areas of support and/or any learning & development you will need to get you up and running.

@ 1 to 1 reviews: We will discuss how you feel you are doing in delivering and developing your role and identify what improvements you want to achieve and what support you may need.