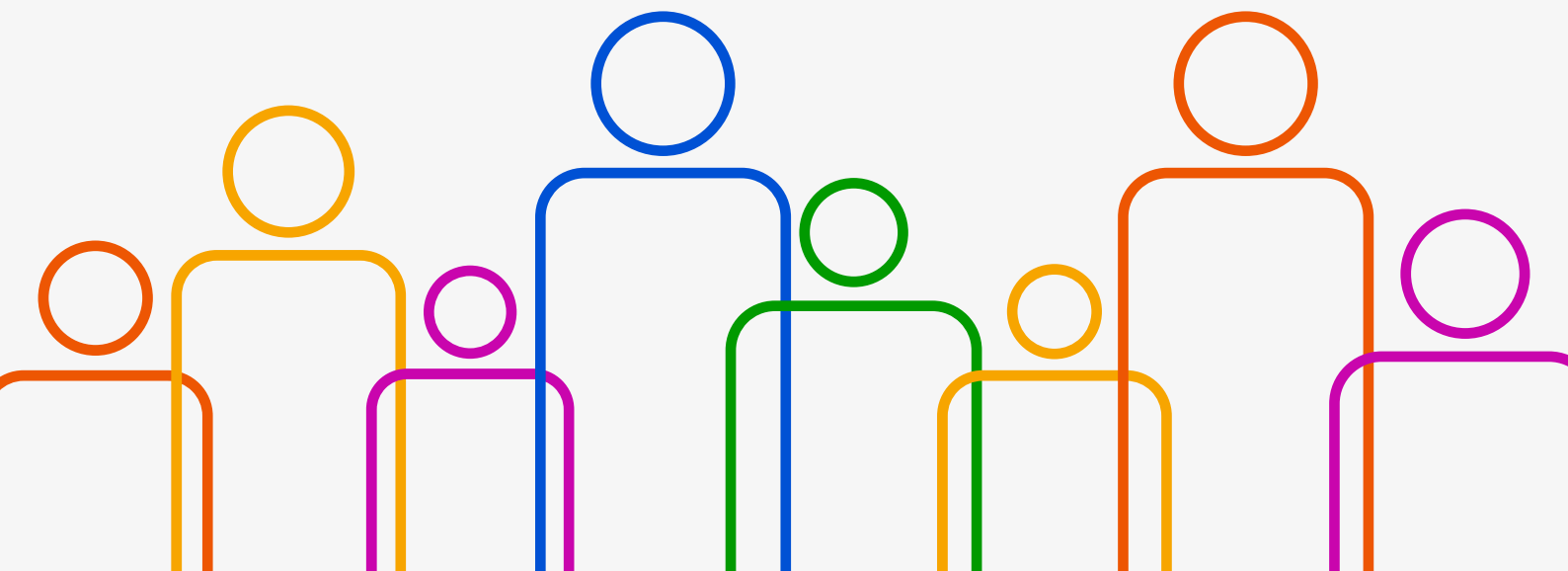




SAFFRON TENANT GROUP

ROLE PROFILE





THE ROLE

What you will do: Be involved in the decision-making process around everything that impacts tenants, whilst working with Saffron to shape services. Prompting wider tenant engagement where a need is seen. Review data and reports to enable the group to commission scrutiny work.

Supported by: Tenants and Communities Team

KEY RESPONSIBILITIES

**Decision-
Making**

Engagement

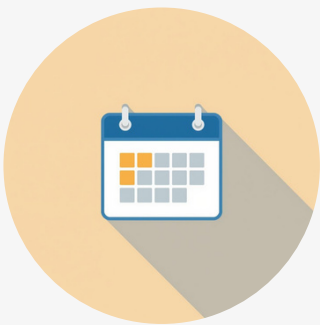
**Data
Review**

Scrutiny

TIME COMMITMENTS

As a member of the Saffron Tenant Group, we ask you to commit time to ensure the effective and efficient operation of the Group. Your involvement is essential to shaping services and making a positive impact for all tenants.

We understand that your time is valuable, and we aim to make your participation as accessible and rewarding as possible. Below are the key time commitments you can expect as part of your role.



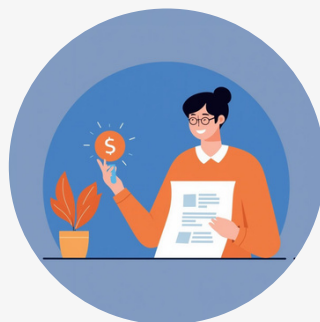
REGULAR MEETINGS

Meet up to 10 times per year and at other times, as required, to ensure the effective and efficient operation of the Group.



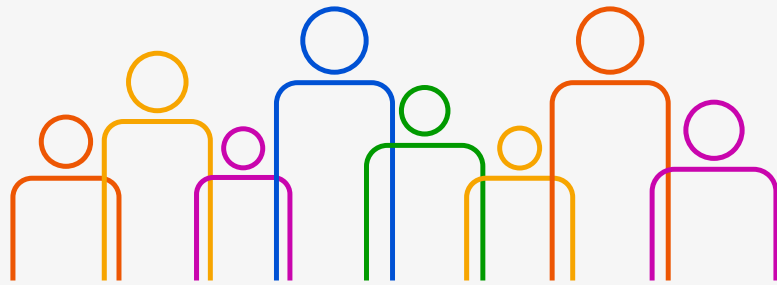
COMMITTEE ATTENDANCE

Opportunity to attend Service Quality Committee Meetings to contribute to wider organisational decision-making.



MEETING PREPARATIONS

Preparation for meetings, additional and ad-hoc meetings as needed, plus optional attendance at wider engagement events.



WHAT YOU CAN EXPECT

★ ★ ★ ★ ★ FROM SAFFRON ★ ★ ★ ★ ★

EXPENSES COVERED

Childcare and dependants' care costs covered. Mileage paid or transport provided, along with any other reasonable expenses you may incur.

REWARDS & RECOGNITION

Members are given a £25 voucher for each of the 10 Group Meetings held annually (totalling up to £250). Additionally, there are opportunities to participate in conferences, networking events, and a team outing.

EQUIPMENT & SUPPORT

A laptop and training will be provided for members of Saffron Tenant Group. Reasonable adjustments can be made to support you in your role, including, for example, installation of accessible software.





MORE ABOUT YOU

You will be committed to making positive changes to benefit tenants, be able to look at the bigger picture and have a desire to make a difference. You will engage in meetings and contribute constructively.

You will be an active listener and open to the viewpoints of others. You will be able to share your experiences as a tenant or resident to help shape services but leave personal agendas at the door.

You will have a basic level of IT skills, including:

- Reading documents online
- Reading and responding to emails
- Commenting on reports

We welcome people from all backgrounds who share our commitment to improving tenant services. Your unique perspective and experiences are valuable to the group's success.



TENANT CHAMPION

In addition to your role on the Saffron Tenant Group, you have the opportunity to become a Tenant Champion. This allows you to gain a more in-depth knowledge of a specific area of Saffron's operations.

As a Tenant Champion, you will develop specialist expertise and act as a key link between tenants and specific service areas, helping to drive meaningful improvements across the organisation.



ADDITIONAL TRAINING

You will receive specialist training to develop expertise in your chosen area, with additional hours provided as applicable.



DEPARTMENT ENGAGEMENT

You will attend meetings with department staff and participate in Service Improvement Group meetings to gain deeper insights.



FEEDBACK & UPDATES

You will feedback to the wider Saffron Tenant Group with regular updates on developments and improvements in your specialist area.

EQUALITY, DIVERSITY & INCLUSION



Saffron Housing will work to identify obstacles that may prevent tenants and residents from participating in engagement and will make all reasonable adjustments to ensure inclusivity. Saffron tenants and residents (by resident we mean leaseholder, licensee and shared owners) are welcome to apply.

We are unable to accept applications if a tenant or resident is in a material or serious breach of their tenancy or subject to any of the following types of court order; anti-social behaviour order, anti-social behaviour injunction, demoted tenancy, or closure order or any other judicial order having equivalent or similar effect.

Equality laws prohibit discrimination on grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation and impose positive duties to eliminate unlawful discrimination and promote equality.



WHO CAN APPLY?

ELIGIBILITY

Saffron tenants and residents (leaseholders, licensees and shared owners) are welcome to apply.

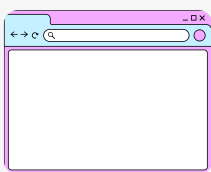
RESTRICTIONS

We are unable to accept applications if a tenant or resident is in material or serious breach of their tenancy or subject to any court orders including anti-social behaviour orders, injunctions, demoted tenancy, or closure orders.

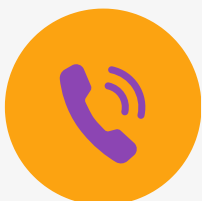
CONTACT US



By email: getinvolved@saffronhousing.co.uk



Visit our website: www.saffronhousing.co.uk/get-involved/saffron-tenant-group



By phone: **01508 532000** - ask for Tenant & Communities Team