**Scrutiny Team member – person specification**

The Longhurst Group Scrutiny Team will scrutinise the Group’s processes to drive service improvement, ensuring our customers are receiving the best service possible. A focus area will be provided by the Longhurst Group Customer Forum, the Team will then investigate the service further. They will be able to request access to relevant resources, complete interviews and carry out their own research to enable thorough scrutiny. They will then use their skills to report and present their findings and recommendations.

**Core requirements**

* Be over 18 years of age
* Be a Longhurst Group tenant, leaseholder, shared owner or live in the same property as a Longhurst Group tenant, leaseholder, shared owner.
* You or a member of your household must not be in a dispute with Longhurst Group or be in breach of the tenancy agreement (full details are in the Terms of Reference)
* You must be able to maintain high standards of behaviour.
* You must abide by the Code of Conduct, Scrutiny Team values and work within the Terms of Reference.
* A commitment to scrutinising and improving the services provided by Longhurst Group.
* Basic ICT skills are needed to attend online meetings via Microsoft Teams.
* Be able to commit to attending meetings and training.
* Be able to leave personal issues behind and focus on the task.

**Communication skills**

* Be able and willing to participate in discussions.
* Have a good standard of reading.
* Good listening skills are important.
* Demonstrate honesty and integrity.
* Have tact and diplomacy.
* Be able to work well independently and as part of a team.
* Be willing to share skills and knowledge with others.
* Be able to positively contribute to meetings.

**Scrutiny Skills**

* The ability to be objective and strategic.
* Be able to make decisions based on evidence.
* Be able to analyse, interpret and question information.
* Have the ability to make balanced judgements.
* To be supportive and accepting of majority decisions and differences of opinion.
* Be enthusiastic and work conscientiously.
* Have good organisational skills.
* Ability to manage time and prioritise tasks.
* Focus on improvements that benefit the services Longhurst Group provide.
* Comply with the equality and diversity needs of all customers.
* Have an awareness and understanding of Longhurst Group’s aim’s, objectives and values.

**Additional skills**

* Be able to use word processing software.
* Strong organisational skills.
* Good interpersonal and communication skills.
* Conflict resolution and problem-solving skills.
* Good conversational skills.
* Good listening skills.
* Be an agile thinker.
* Able to effectively find information.
* Be able to identify the difference between useful and irrelevant information.
* Have an inquisitive mind, dedicated to finding the right answer.
* Be able to keep focus.
* Be able to work in a fair and understanding manner.

**Scrutiny Team Values**

* Members of the Scrutiny Team must act with openness, honesty and integrity
* They must add value to the business.
* All Scrutiny Team members must keep in mind its focus and responsibilities
* The Scrutiny Team must take into account value for money and resources in their recommendations.
* The Scrutiny Team’s reports, recommendations or presentations must be balanced, evidence-based and take into account regulatory standards and good practice.
* The Team must have respect for final decisions made by Longhurst Group, Longhurst Group Customer Forum and the Board.

**Longhurst Group values**

We ask that members of the Scrutiny Team work with the Longhurst Group values in mind.

