

Service Champion Role Profile

The Service Champions are a fun, friendly group of Freebridge customers with an eye for detail, a passion for change and consistently positive can do attitudes.

The purpose of the role is to add value to services, contributing experience, expertise and insight in studying the performance of Freebridge and making recommendations about how performance might be improved.



What will you achieve?

A Service Champion has the following key responsibilities:



To review and challenge Freebridge services and performance



To make evidence-based recommendations for improvements



To monitor the progress of any service or performance improvement plans



To monitor customer engagement activities, including engagement in service design and policy development to make sure customers have a voice in change

What skills do you need?

- Passion about making sure Freebridge provides great service
- A positive and constructive approach, willing to work as part of a team, with respect and tolerance for others
- Good listening skills
- Able to weigh up issues and make fair judgements
- Able to interpret figures and other information, form views and discuss opinions
- Able to embrace new ideas and come up with creative solutions
- Able to use experience as a customer, without raising or promote personal issues or complaints
- The highest standards of ethical behaviour, and expectation of the same in others.
- Willingness and ability to challenge in a constructive manner.
- Willingness to work digitally

What will I get in return?

Being a Service Champion you will have the chance to receive training and to learn new skills. You will meet like-minded people, gain new friends and increase your confidence levels. You will gain a much deeper understanding of Social Housing and how businesses are run behind the scenes, which is a fantastic work experience opportunity too. We will loan you IT equipment to enable you to get online and any other equipment needed to enable you to carry out this role. Finally, we will pay you for your time in High Street Vouchers so as to ensure benefits or salary tax bands are not affected.

Will I qualify?

- Must be 18 or over
- Must be a Freebridge tenant or Leaseholder or a family member of a tenant who has lived with the tenant in a Freebridge home for over twelve months.
- Must not have been served with a notice (or be living with tenants or family members who have been served with a notice) relating to anti-social behaviour in the last three years;
- Must not be subject to a possession order or a suspended possession order or be living with a tenant who is subject to a possession order or a suspended possession order.

If you have any questions, please call Rebecca our Customer Voice Lead on 0332 404 444 or email customervoice@freebridge.org.uk