



Role Specification

About the Role

Ustoo's three primary aims are to:

- Act as an independent driver for continuous improvement in performance and value for money through the process of Resident Led Self Regulation.
- Support and challenge Gentoo to reflect customer's views, aspirations and priorities when improving, assessing, monitoring, and modifying the organisations behaviour and performance.
- Make recommendations for service improvements.

The remit of the group is to scrutinise services and approaches to ensure that Gentoo is providing the best possible products and services to customers and to ensure that decisions have been made with customer needs and aspirations at heart.

To carry out this role you will need to be prepared to commit time to carry out scrutiny reviews on a voluntary basis (out of pocket expenses would be covered). You will need to be prepared to work both individually and as part of a team to:

- Decide on a programme of customer scrutiny
- Request evidence
- Review, analyse and interpret evidence
- Work as a team to agree findings and recommendations
- Monitor agreed improvement action plans

Gentoo is committed to encouraging a wide variety of people to get involved in this group. As a result, arrangements for carrying out

the role would be flexible where possible and may not necessarily require you to always attend regular meetings. You must be prepared to commit to the role but could take part via meetings, video conferencing, email, online, post or phone.

Disqualifying Criteria

The following would disqualify an individual from becoming a member of Ustoo:

- An employee of Gentoo
- An elected member of the local Council
- Those who sit on the board of any other housing organisation or commercial business partner
- Anyone who ceases to be a customer of Gentoo
- Serving Gentoo Board or Committee Members
- Anyone who is currently having formal action taken against them and is therefore not considered a responsible customer

Individual Specification

The following qualities are needed by members of Ustoo. Some may be developed over time with support from Gentoo but some are essential from the start:

Basics

- Must be either a customer of Gentoo, or a member of a Gentoo neighbourhood and must be motivated in improving Gentoo for the good of all and not for personal gain (essential)
- Be committed to participating in training and personal development (essential)
- Have basic literacy and numeracy skills (essential)
- Have IT knowledge or be prepared to learn

Attitudes and Behaviours

- Demonstrate a respect for diversity and actively encourage equal opportunities (essential)
- Display views that are:
 - focussed on the collective best interest of Gentoo customers (essential)
 - go beyond own interests (essential)
- Display high standards of behaviour, probity and integrity (essential)

- Not represent the views of any political party or interest group (essential)
- Demonstrate an ability to compromise (essential)
- Share skills and knowledge
- Demonstrate ability to give praise (essential)
- Demonstrate ability to accept constructive criticism (essential)
- Enthusiastic and conscientious (essential)

Skills

- Make appropriate contributions to meetings and scrutiny activities
- Ability to analyse and question
- Understand complex information and figures with help and support
- Ability to weigh up issues and make balanced, reasonable & proportionate judgements
- Capable of working individually and as part of a team (essential)

Communication

- A good communicator
- Has a willingness to listen and talk about things (essential)

Team Competencies

The following qualities are needed collectively by the Ustoo team. The team competencies will be developed through support and training but it is essential that at least some members of the team demonstrate these skills from the beginning.

Team Work

- Work in harmony
- Collaborate
- Seek consensus and accept compromise

Communication

- Share ideas
- Use appropriate language
- Actively listen
- Write clear and concise reports
- Present information effectively

Accountability

- Operate with high degree of openness

Behaviour

- Respect others
- Be non-judgemental, non-aggressive and non-confrontational
- Support collective judgements

Skills

- Ability to scrutinise, analyse, interpret, question, challenge and negotiate

Decision Making

- Arrive at judgements that are based on strong evidence and are balanced, reasonable and proportionate

Organisation

- Ability to plan activities
- Review progress
- Monitor performance
- Manage projects

Value Diversity

- Promote equal opportunities
- Encourage diversity

Knowledge

- Demonstrate an understanding of housing related and community issues

Commitment

All members of Ustoo must:

- Sign and abide by a Confidentiality Agreement
- Abide by the Data Protection Act
- Sign up to the Code of Conduct
- Understand and commit to the Terms of Reference

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