

Roles

The NRG members work together as a group and the main role is to speak with one voice. However in order to cover all the necessary elements that make up the modern housing movement each member will have a role within the group whether that of an officer or representing the groups views and lead on a housing/service theme. The table below sets out what these are:

Role Table

Roles of NRG members			
Officers	Chair	Secretary	Treasurer
Themes – lead on:	<ul style="list-style-type: none"> • Anti-social behaviour / respect • Resident Involvement - holistic • Sheltered/Supported /Housing 	<ul style="list-style-type: none"> • Communications • Diversity • Sustainability 	<ul style="list-style-type: none"> • Housing Management and Policy • Achieving excellence - ACE • Community Investment
Internal representation	Customer First Committee	Resident Involvement Working Group	Various other
External Representation	National Tenant Voice	TAROE	Various other

(see below for the information in a structure chart)

To do this it is necessary to have a job description and although members are volunteers it is vital to recognise that there is an important function to each role and why it is important to fulfil. Set here is universal attributes for each role and all responsibilities will be set out in full job description documents:

Generic Job Description:

- Maintain good working relationships with:
 - MHP and partner boards and staff, in particular the involvement staff
 - Resident Involvement Strategy Manager
 - Involvement structures in the partner businesses and its members
 - External bodies that the group may get involved with
 - Each other
- Develop role:
 - Get to know the Policy and Performance staff member who is related to your role and develop a mentor/partner relationship. Do the same if there is a relevant staff member in any MHP member organisation
 - Where it exists, attend relevant focus/or other meetings e.g. Diversity Strategy Group
 - Develop relevant contact with customers who have expressed an interest in your theme and who have no other route for this interest. This may include creating a sub-group or an e-mail corresponding group.

- Read relevant publications and source and attend training/conferences on the subject
- Enhance the role to become an expert from the point of view of MHP customers
- Businesslike:
 - Read reports and prepare for NRG and other meetings
 - Prepare anything you need to report to the group in good time and ensure it is sent to the involvement staff for mail-out 7 days prior to a meeting
 - Report back to your involvement structure NRG relevant issues and in turn report relevant issues from your involvement structure to the NRG
 - Follow the Code of Conduct and other governance rules
 - Attend training with the NRG and take part
- Ad hoc
 - Help your colleagues in their role and work as a group

8. Knowledge and Competencies

The NRG is an important part of the involvement and governance structure relationship of MHP and as such members need to have skills and knowledge to reflect their role. MHP will support NRG members to achieve the required standard and a training programme will be developed for the group. The following knowledge and competencies are required for customers working at this level within the organisation:

(E: Essential L: Prepared to learn D: Desirable)

Skills and Knowledge:

- Social Housing

Up to date on Social housing & proposals for future	L
What is the role and remit of Housing Associations	E
Historic perspective	D
History of MHP and how the partnership works	L

- IT and written

Be able to use Microsoft office, in particular word	E
Able to send and receive emails	E
Be able to write fluent and concise reports	E
Be able to read and understand written reports	E

- Working in groups

Group processes and how they form / Dynamics	L
Ability to work with group members and staff avoiding conflict	L
Roles of officers (Chair, Secretary, Treasurer)	L
Committee skills	L
How the Local Committees and other groups fit in and their role	L
Meet with & work alongside other groups i.e. Local Committees, other involvement groups, the Board etc	L
Able to represent the group both to the member organisation and others i.e. TPAS	D

Ability to become a representative for the group i.e. RIWG NRG rep	D
--	----------

- Training – See Appendix 1

Prepared to take training where required	E
--	----------

Attend group training sessions in order to become more effective	E
--	----------

Competencies (all essential) – See Appendix 2

- Professional and Ethical Practice
- Customer focus
- Teamwork
- Effective communication and influence
- Commitment and Drive
- Planning and Organising
- Confidence and Judgement