

MSV Scheme Champion Role Profile

Purpose:

- To ensure the consistent delivery of an efficient and value for money, customer focused building safety service.
- To support our Compliance, Services and Neighbourhood Teams to stay abreast of the issues affecting the delivery of communal services.
- Empower customers and the customer voice in the delivery of services specific to building safety and communal services.
- To provide extra eyes and ears on the ground to support MSV in delivering an efficient service.

Duties:

- To attend training to ensure competence in all activities is achieved and continually reviewed.
- To work closely with our Customer and Communities, Compliance, Neighbourhoods and Services Teams to ensure customers are supported and advised on safety measures within mid/high risk accommodation.
- To undertake checks of the communal spaces to ensure communal areas are kept sterile, clean and free of hazards.
- To report any trips, hazards or areas of concerns directly to MSV using the [customer portal](#)
- To provide a high quality, customer focused building safety support in an effective, consistent and proactive manner.
- Undertake regular check ups on the required properties within appropriate timescales and ensure that remedial actions are taken as required and appropriate records maintained.
- To help us achieve our purpose of improving lives.
- Support MSV to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Thrive in an inclusive environment where everyone is valued.
- To undertake personal development activities which will support you in your role and help you continually innovate and reach your full potential.

Eligibility

- You must be an existing tenant or leaseholder.
- We will not be able to accept your application, if you are in high rent arrears (Notice of Seeking Possession or above), in breach of any part of your tenancy agreement, failed to allow access to conduct an annual gas safety service, or are on notice to leave the property.

Skills: A

- Ability to communicate with a wide and diverse range of people and audiences.
- Ability to constructively challenge and form opinions based on data and feedback.
- Commit to completing and submitting a bi-monthly inspection form.
- Able to attend face to face and virtual meetings and training three times per year.
- Ability to pay a high level of attention to detail and an eye for accuracy.
- Computer skills such as; accessing information electronically, giving feedback electronically (members must have reliable broadband connection – own equipment preferable).

Skills: B

- Evaluate the effectiveness of relationships with third parties, such as contractors and other local service providers.
- Receive regular updates on customer feedback and hold MSV to account.
- Receive regular feedback from wider tenants on services.
- Represent all tenants and publicise the work of the tenant inspectors.
- Support the development of an action plan and monitor progress against the action plan and hold MSV to account.
- Monitor progress of actions plans against key Policies and strategies and hold MSV to account.
- Provide information and support to enable us to report to Committees and Board.
- MSV is committed to issuing documents to deadlines and members must commit to responding in a timely manner.

Skills: C

- Members will undertake a training plan.
- Aware of issues affecting housing and MSV's operating environment.
- Familiar with the full range of services that MSV provides.
- Confidence to put across their views.
- Respectful of other attitudes, beliefs and opinions.

| Standard Training | Essential | Non-Essential |
|-------------------------------------|--------------------------|--------------------------|
| Data protection and Confidentiality | <input type="checkbox"/> | |
| Understanding Governance Structure | | <input type="checkbox"/> |
| Interpreting data | <input type="checkbox"/> | |
| Auditing | | <input type="checkbox"/> |
| Report writing | | <input type="checkbox"/> |
| Health and safety | <input type="checkbox"/> | |
| Risk assessment | <input type="checkbox"/> | |
| Equality & Diversity | <input type="checkbox"/> | |
| MS Teams | <input type="checkbox"/> | |
| Meeting and communication Skills | <input type="checkbox"/> | |