

Customer Ambassador Role Profile

Customer Ambassadors are members of the Customer Voice Panel whose purpose is to provide the Freebridge Board with customer based assurance that the Regulator of Social Housing Consumer Standards are being met; value for money is being achieved in service delivery to all Freebridge Customers; and is in line with Freebridge's vision for Building Better Futures.

Through the Customer Voice Panel, the Ambassadors are in a position to influence strategic decisions to make a difference for the diverse group of tenants they represent.



What will you achieve?

The Customer Ambassadors will work with each other, Freebridge employees, other customers and partners to:



make sure that customer service standards as set out in the Customer Charter are being achieved



help to develop and influence Freebridge work plans and programmes, and to review finances, policies and practices that affect customers



provide expert advice to the Freebridge Board from a residents perspective on all aspects of services for tenants and Leaseholders



promote awareness of the Customer Voice Panel, Service Champions and Community Voices and their work to all Freebridge customers and the wider community

What skills do you need?

- A desire to improve the quality of Freebridge services for all customers
- A commitment to make a positive contribution in meetings and to actively participate in discussions
- A willingness to represent the views of other tenants
- Respect for confidentiality
- Ability to take an impartial view
- Ability to constructively challenge
- Creative thinking
- Willingness to learn new things, and challenge your own views and thinking
- Ability to quickly process and analyse information
- Willingness to work digitally
- The desire to promote and support Freebridge as a positive ambassador

What will I get in return?

Being a Customer Ambassador 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 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