



JOB DESCRIPTION - COMMUNITY REPRESENTATIVE

What is a community representative?

Community representatives are unpaid volunteers who help Charnwood Borough Council improve the housing service for the benefit of their community.

A community representative is a tenant of Charnwood Borough Council who lives in a village location or area, where there are insufficient tenants to form a residents group, and acts as a point of contact in the community. If you become a community representative you will not have to leave the comfort of your own home to get involved in helping to shape and influence the housing service. You will not be required to attend regular meetings. However, you can attend the monthly Charnwood Housing Residents' Forum (CHRF) meetings if you want to.

Summary of job description:

- To be a point of contact for Charnwood Borough Council in your area and to act as a conduit transmitting information to your community.
- To update the customer engagement team when anything newsworthy happens.
- To be consulted about proposed changes by means of a survey or questionnaire

What does a community representative actually do?

- You will be consulted about any potential changes to the housing service that may affect you and your community. You will be sent surveys and questionnaires which we will ask that you complete and return in the envelope provided.
- You will be a point of contact for Charnwood Borough Council in your area. Sometimes interesting things happen in communities which we are unaware of, and we may rely on our community representatives to put us in the picture. You may know of something which would make a good story in the Charnwood Borough Council's newsletter. The extent to which you "represent your community" is up to you. Some community representatives will only want to respond to surveys. Other community representatives may want to get more involved and pass information between their area, the Charnwood Housing Residents' Forum and Charnwood Borough Council.

Who can apply be a community representative?

Any tenant of Charnwood Borough Council where there is no residents group. To be a community representative we just ask that you provide names and addresses of two Charnwood Borough Council's tenants in your area who support you becoming their voice and written confirmation from them of this.

After becoming a community representative we will write to all the Charnwood Borough Council households in your area or village informing them that you have volunteered to become their representative and include your contact details.

What qualifications and experience does a community representative need?

You will need an interest in helping to improve the housing service, and a desire to be consulted about matters which affect you and your community before changes are made. Other than this, no special qualifications or experience are needed.

How do I apply to be a community representative?

You just need to provide your name and address and tell us how you would prefer to be contacted. The options are either by post, telephone or email. To apply simply call 01509 634955, email invovement@cnh.org.uk. Post to the customer engagement team, Charnwood Borough Council, Council Offices, Southfield Road, Loughborough, LE11 2TN.