



## **CUSTOMER COMMITTEE CANDIDATE PACK.**

Want to help shape decisions that affect you and your community? Join our Customer Committee and help to make things change for the better.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344 603**, or send an email to **customerservices@onward.co.uk**. You can also access a range of accessibility and translation tools on our website (**onward.co.uk/accessibility**).

Dear customers,

This is a really exciting moment for us at Onward. We are taking an important step forward by bringing your voices to the forefront of how decisions are made.



We know that the best decisions are shaped by the people they affect. That is why we are making a genuine shift from simply listening to working in true partnership with customers as collaborators. Your lived experience matters, and it belongs at the same table as our Board and Committee discussions.

Our Board is incredibly excited about this opportunity. Having customer members as part of the Customer Committee is not only significant, it is essential. Your insight, challenge and point of view will help us make better decisions, strengthen accountability and ensure our services meet the needs of today and the future.

We are committed to hearing from a diverse range of customers, especially those whose voices are not always heard. Whatever your background or experience, what matters most is your willingness to share your views and help shape change.





We look forward to working alongside you.

Yours faithfully,

**Emma Wilson**

Interim Executive Director of Operations

## CUSTOMER COMMITTEE MEMBER

-  North West
-  Three-year term
-  In person and online
-  £10,000 per year plus childcare, carer support and accessibility-related expenses

### **Are you passionate about shaping the future of Onward and ensuring customers' voices drive decision making at the highest level?**

We are looking for three customers to join our Customer Committee, a key group that helps guide how our organisation works. This is an important role where you can share your views, experience and insight, influence decisions, and make sure the customer voice is heard at the highest level.

We recognise that confidence can sometimes be a barrier, so please consider applying even if you don't feel you meet every requirement, or if you have no previous committee or governance experience. Your lived experience as an Onward customer is what matters most. We are looking for people of all backgrounds with a variety of life experiences to help shape our customer journey.

As a Customer Committee Member, you will have a similar standing to a Non Executive Director. Your views and ideas will help us improve our services, strengthen accountability, and create meaningful, positive change for our customers and communities.

# ABOUT THE ROLE.

**As a member of the Customer Committee, you will:**

- Review and question how we deliver services.
- Help influence decisions on areas such as repairs, maintenance, service delivery and building safety.
- Make sure customers have meaningful opportunities to influence, scrutinise and shape our policies, strategies and services.

# WHAT WE'RE LOOKING FOR.

**You should:**

- Be a current customer of Onward, and aged 18 or over.
- Care about improving services for everyone.
- Be able to listen, communicate clearly, and work well with others.
- Feel confident in looking at issues critically and challenging decisions when needed. We will support you to develop this confidence if it's new to you.

We value transferrable skills, not technical expertise. No previous experience is required as full training and support will be provided, including for those applicants who may be new to committee or governance work.

# WHAT YOU'LL NEED TO DO.

**As a member of the Customer Committee, you will need to:**

- Attend four committee meetings each year, plus preparation time. Meetings usually take place during the day and can be held in person or remotely via Microsoft Teams.
- Attend any other relevant training and development required for the role.
- Attend any other meetings requested by the Board (some of which may be all-day events).
- Serve a three-year term.

You'll get £10,000 per year, plus reasonable expenses (for example, childcare, carer support or accessibility-related costs). Meetings are planned well in advance, and we will aim to support people with caring responsibilities or other commitments.

# WHY YOU SHOULD JOIN.

- You can make a real difference to the services that matter to you and your community.
- You will develop new skills and gain experience in governance and decision making.
- You will be part of a friendly, diverse, and supportive team.

We particularly encourage anyone who feels their voice is not always heard to bring their perspective to the committee.

# SUPPORTING YOU IN THE ROLE.

To help you succeed, we will provide:

- A full induction, including information about governance, regulations, and committee responsibilities.
- Ongoing training and development to build your skills and confidence.
- A dedicated mentor for guidance throughout your term.
- Regular updates and resources to keep you informed.
- Any equipment which is required for you to fulfil your role (e.g. laptop or tablet).
- Reasonable expenses can be claimed, so you will not be out of pocket for carrying out this role.

## HOW TO APPLY.

To apply, please visit our website ([onward.co.uk/customer-committee](https://onward.co.uk/customer-committee)) or scan the QR code with your mobile or tablet device. You will need to submit an application form before midnight on Monday 20th July 2026.



If you don't have access to the internet or need any support with your application, please get in touch with our Human Resources Team by emailing [humanresourceteam@onward.co.uk](mailto:humanresourceteam@onward.co.uk) or calling **0300 555 0600**.

# THE RECRUITMENT PROCESS.

If shortlisted, you will be invited to a Recruitment Welcome Event where you will learn more about the role and take part in a mock Customer Committee meeting so you can experience the role in practice and see if it's right for you.

If you need any adjustments or support to complete the application or take part in the recruitment process, please contact us by emailing [humanresourceteam@onward.co.uk](mailto:humanresourceteam@onward.co.uk) or giving us a call.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344 603**, or send an email to [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwońdo nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07418 344603 lub wyślij e-mail na adres [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).

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