

Customer Member Recruitment Pack

1. Welcome

We're delighted to invite applications for the role of Customer Member on our Customer Experience Committee (CEC). This is a unique opportunity for customers to help shape the future of Coastline's services, ensuring that the customer voice is at the heart of everything we do.

2. Why get involved?

As a Customer Member, you'll bring your experience as a Coastline customer to committee discussions. You'll help the committee understand what it's like to use our services, offer constructive challenge, and contribute ideas for improvement. This role is central to our commitment to transparency, accountability, and continuous improvement, in line with the National Housing Federation (NHF) Code of Governance.

You'll work alongside other committee members to review performance, policies, and customer engagement activities, and help us make decisions that are informed by real customer insight.

It's important to note that you won't be expected to represent or speak for all customers, or act as a formal spokesperson. Instead, you'll contribute your own insights and help the committee consider a range of customer perspectives.

3. Opportunities for customer involvement

There are a range of ways for customers to get involved, including:

- Customer Scrutiny Panels: Review and challenge our services to help us improve.
- Customer Voice Forums: Share your views and experiences directly with decision-makers.
- Customer Experience Committee (CEC): Work alongside board members and executives to shape strategy and policy.
- Non-Executive Director (NED) Roles: For those interested in broader governance, there are opportunities to join our Board as a NED.

For further information see:

www.coastlinehousing.co.uk/coastline-conversation/help-us-decide/

No previous board or committee experience is needed - just a passion for making a difference and a commitment to being curious, undertaking training, and attending and preparing for meetings. Full training and support are provided.

4. About the role

As a Customer Member of the CEC, you will:

- Attend and actively participate in CEC meetings, preparing in advance and contributing constructively to discussions.
- Attend Strategic in-depth sessions and part of the two annual Board strategy days.
- Review and provide feedback on service performance, complaints (including attending Stage 2 Panel Reviews), policies, and customer engagement activities.
- Champion the customer perspective, ensuring decisions reflect the needs and priorities of the wider customer base.
- Engage with other customers to gather views, share information, and promote involvement opportunities.
- Participate in training and development relevant to the role (e.g., scrutiny, safeguarding, equality, and diversity).
- Support scrutiny reviews and service improvement projects as required.
- Adhere to Coastline's Code of Conduct and organisational policies, maintaining confidentiality and respect at all times.

5. Person specification

We're more interested in your approach and what you bring to the role than formal qualifications. We're looking for someone who:

- Demonstrates Coastline's values: putting customers first, being open, honest and accountable, valuing each other, and striving to be the best.
- Is passionate about improving customer experience and services.
- Can listen, respect, and work collaboratively with others.
- Is willing to challenge constructively and ask questions.
- Is committed to representing all customers, not just personal views.
- Has good communication skills (verbal and written).
- Has an interest in social housing and community issues.
- Is committed to equality, diversity, and inclusion.

6. Desirable experience

- Previous involvement in customer engagement, volunteering, or scrutiny activities.
- Understanding of Coastline's services and communities.
- Ability to analyse information and make informed recommendations.

7. General obligations

- Represent Coastline positively with external agencies.
- Establish, develop and maintain effective working relationships with all colleagues, volunteers, and customers.
- Ensure compliance with Coastline's health and safety policies and procedures.
- Continually promote equal opportunities and customer care in full compliance with Coastline's policy and standards.
- Ensure adherence to the confidentiality policy in all aspects of committee tasks/duties.
- Attend and participate in meetings as required, including supervision and training.
- Carry out relevant tasks appropriate to this role.
- Comply with the relevant Coastline and Group policies and procedures which relate to Committee members.

- Attend Stage 2 Panel Reviews, where required.

8. Commitment

- Prepare for and attend regular committee meetings (typically quarterly).
- Participate in training, development, and occasional service reviews.
- Term of office: usually three years, with the possibility of renewal.

9. Support and benefits

- This is a paid position, with annual remuneration (currently £3,719) provided.
- Reasonable expenses, such as travel and care costs, will be reimbursed.
- You'll receive induction and ongoing training, plus equipment to help you carry out your role.
- Please note: Serving as a Customer Member does not make you an employee of Coastline. The role is a paid governance position, and you will not have an employment contract or employee benefits.

10. Who should apply?

We welcome applications from all our customers, whatever your background or housing tenure. We're especially keen to hear from shared owners and customers under 35, as we want our committee to reflect the diversity of our community.

11. How to apply

Recruitment is now open with interviews taking place on 21 & 22 October 2026 and successful candidates being appointed at the November Board. To apply, please send your CV and a short statement about why you're interested in the role to CoSec@coastlinehousing.co.uk. If you'd like an informal chat about the role, please contact CoSec@coastlinehousing.co.uk.

Recruitment closes on the 9 October 2026.

12. Data Protection

Any personal information provided as part of this recruitment process will be handled in accordance with Coastline's Privacy Notice, which explains how we collect, use, store and protect your data.