

Customer Voice Recruitment and Selection Procedure

1.0 Introduction

- 1.1 This document sets out the process to be followed in recruiting volunteers to the Customer Voice group. It should be read in conjunction with the Volunteer Policy and the Customer Voice Handbook.
- 1.2 The Volunteer Manager and Community Investment Team Manager will lead this process, ensuring that all aspects of the recruitment and selection procedure are compatible with Coastline's Equality and Diversity Policy.

2.0 Advertising for Customer Voice Volunteers

- 2.1 When it is identified that additional Customer Voice volunteers are required, the vacancies will be advertised and promoted via; Coastline's website, newsletter, social media pages and through day-to-day conversations with colleagues and customers.
- 2.2 The advertisements will invite people to express an interest in the Customer Voice group. These expressions of interest will be passed to the Volunteer Manager and Community Investment Manager to record/ process.
- 2.3 We will endeavour to ensure the forum is representative of our diverse customers. It is therefore possible that a waiting list of customers who meet the criteria for selection would be kept and taken forward as vacancies became available
- 2.4 Where there are no current vacancies, an individual's expression of interest will be kept on record for 12 months and they will be contacted if a vacancy arises during this time period. In the interim the individual will be signposted to alternative ways to get involved at Coastline.

3.0 Actions on Receiving Expressions of Interest

- 3.1 It is important that an acknowledgement is issued within four working days upon receipt of an expression of interest.
- 3.2 The expression of interest will be recorded by the Volunteer Manager or Community Investment Manager. The expression of interest will then go through the following stages:

4.0 Stage One: Initial Sift – Customer Conduct

- 4.1 Checks will be completed on the individual's tenancy and will include:
 - Arrears over £500 with no payment plan or are defaulting on payment plan.

- Ongoing court action (ASB, arrears)
- Flagging (e.g. warning flag due to risk)

4.2 There will be a conversation with the Tenancy Management Officer/ Tenancy Manager or Income Officer/ Income Manager to provide more detail if required.

4.3 If one or more of the criteria above applies, then the application will not progress. The individual will be notified of the outcome along with the reasons for the decision. They will be signposted to alternative opportunities to get involved.

5.0 Stage Two: Shortlisting

5.1 The expression of interest form will be scored as per the scoring sheet and group discussion. Four assessors will be involved in the shortlisting process, where possible this group will consist of two colleagues and two Involved Customers/existing Customer Voice members.

5.2 If the score is 25 or below the application will not proceed. The individual will be informed, and signposted to alternative opportunities to get involved.

5.3 If the score is 26 or above the application will proceed to stage three.

6.0 Stage Three: Conversation

6.1 A conversation will be had with the individual either face-to-face, or via telephone or Skype. The individual will be asked to expand on the answers given on the expression of interest form.

6.2 Further questions will also be asked which could include:

- Why do you want to join the group?
- What will you bring to the group?
- Are you active within your community/ other groups/ volunteering?
- What is your strongest skill?
- What skill(s) would you like to improve?
- What would you want your contribution/legacy to be?

6.3 The conversation will also enable colleagues to answer any questions the applicant has, and provides the opportunity to discuss any adaptations that may be required to meet the individual's needs.

6.4 The conversation will be scored out of a maximum of five points.

7.0 Stage Four: Decision

7.1 Once stages one to three are complete, overall scoring will take place as per

the scoring sheet. The individual will require a minimum score of 28 out of a maximum score of 65.

- 7.2 Scoring will be adjudicated by the Customer Access Theme Lead/ Head of Housing Services.
- 7.3 An offer will be made to successful applicants, and they will be provided with the Customer Voice Handbook to read and sign.
- 7.4 If an applicant is unsuccessful they will be provided with reasons for the decision and information regarding alternative opportunities to get involved.

--