CITIZEN

distinctive people
HR & OD CONSULTANCY

Customer Assurance Committee Members

September 2026

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Welcome to Citizen

I'm Madeleine Nelson, the Chief Operating Offer at Citizen and have worked in Social Housing for over 20 years and 10 years with local government and housing associations as an advisor. I have been driven by a desire to improve the quality of social housing – listening to customers and creating safe, good quality homes and environments. I'm very proud to say that this is exactly what Citizen is all about.

I'm delighted to start the search to recruit up to 3 customer committee members to join our Customer Assurance Committee, which has been established since 2020 and forms part of our formal governance structure at Citizen. This means the Committee's work directly influences the services we provide to customers through their challenge and contribution and supports the delivery of our 4-year One Citizen business strategy and purpose 'home is a foundation for life'.

We are keen to hear from applicants living in a Citizen home, whether you rent from us, are a shared owner with us or a leaseholder of ours who is willing to share and use their lived experience to assist in developing our services. It would be advantageous, but not essential for applicants to have an understanding the regulations impacting on our services for customers.

We want our Customer Assurance Committee to be representative of the communities we work in so that we can make decisions which reflect the challenges people in our communities face every day.

If you would like to have an informal chat about the role, please contact Scott Worth, Director of Customer Experience, on 07581 054000.

We look forward to receiving your application and good luck.

Madeleine Nelson
Chief Operating Officer

Scott Worth
Director of Customer Experience

To apply, review the Candidate Pack and then send your application to recruitment@distinctivepeople.co.uk.

Welcome to Citizen

Thank you for taking an interest in our Customer Assurance Committee recruitment campaign.

I'm Joan Allen, I have been a Social Housing Tenant for over 40 years and a Citizen Customer for several years. I am Chair of the Customer Assurance Committee and a Citizen Board Member.

I have a real passion about ensuring Customers voices are meaningful and impactful. I do all I can to champion inclusivity and lived experiences.

We encourage and value collaboration, openness and respect. Questioning and sharing of views is always encouraged. Everyone's contribution matters and is welcomed here at Citizen; I am proud that I have an opportunity to play a part in building on the successes that have already been achieved.

I hope you will feel confident in bringing your ideas and experience to the great work we do together and wish you every success.

Joan Allen
Chair of Customer Assurance Committee

About Citizen

We manage over 30,000 homes for diverse communities across the West Midlands, from urban tower blocks to rural villages and towns. We provide homes that are a foundation for life.

From our rented homes to our award-winning regeneration projects, we're passionate about providing homes that support our customers to live well and feel secure.

Our Homes

Our homes are located in the following areas with the majority of them in Coventry, Birmingham, Worcestershire and Herefordshire.

Our purpose & values

Our Social Purpose

We put our customers first and support communities through regeneration projects, house building schemes and more to ensure everyone has an affordable and comfortable place to call home.
We are a not-for-profit organisation and a registered charity. All our profit goes back into improving our homes and services as well as building new homes so that we can help more people.

Our Values

At Citizen, out values have always shaped who we are. Being Brave, Ambitious, Honest and putting Citizen at the heart of everything we do defines not only what we stand for, but how we work every day. If you share our values and want to use your experience to shape safer and stronger communities, we'd love to hear from you.

We are Brave

We positively challenge
We actively encourage contribution
We make decisions and take ownership

We are Honest

We are truthful and open
We do what we say we will do
We listen and learn from feedback

We are Ambitious

We are driving positive change and innovation
We proactively seek solutions
We strive for excellence

We are Citizens

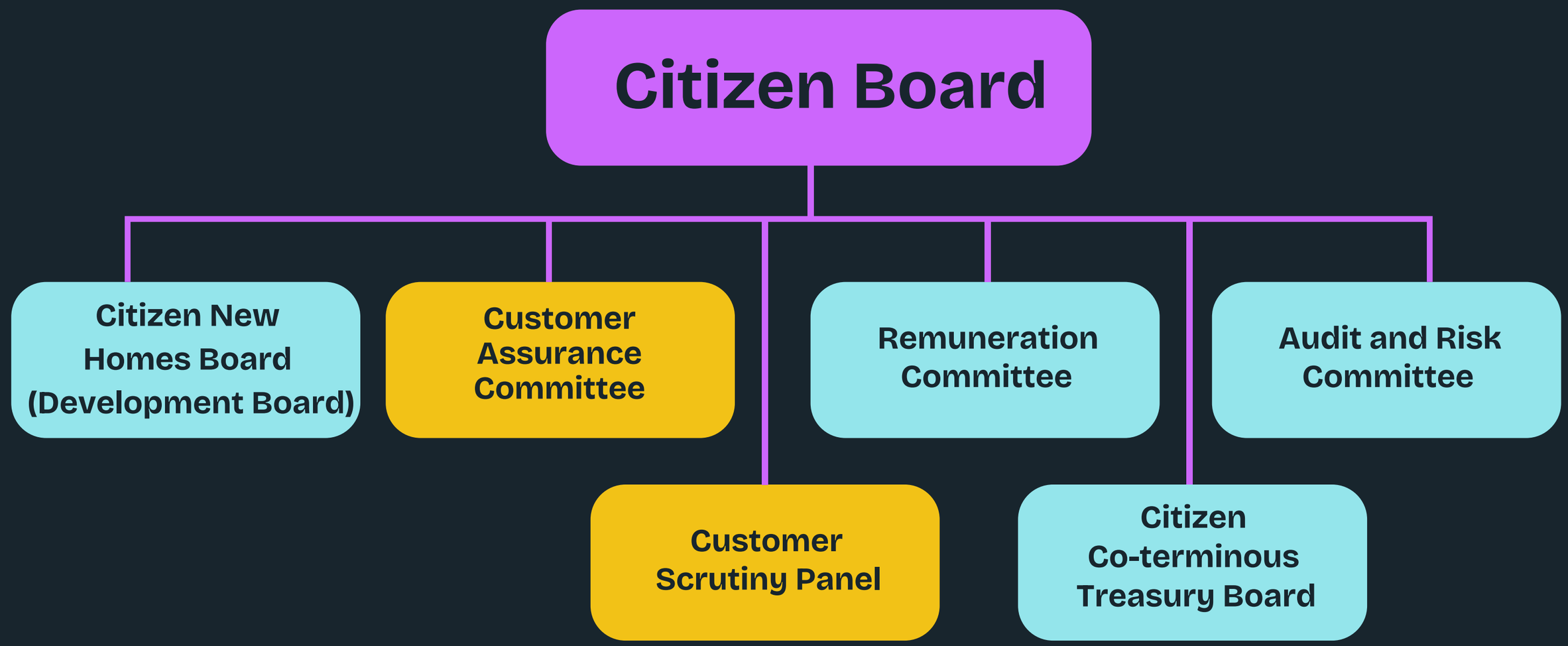
We work together on shared objectives
We create an inclusive environment for all
We think customer first

Our business strategy

Our vision is working together to create warm, safe homes and deliver the best service to our customers. Built on strong foundations, we're setting a clear direction for the future, focused on achieving even better outcomes together. This new strategy is built around four key priorities: customers, colleagues, partners and homes. Together, they guide how we'll improve lives, strengthen communities and deliver lasting positive change. Read our business strategy here.

Homes for life	We'll provide homes that are warm, safe and well maintained.	We'll invest in new homes, regeneration and renewal.
Together with Customers	We'll continue to shape our services with customers so they feel personal.	We'll use technology and insight to improve customer experience.
Colleagues who care	We'll continue to grow an inclusive culture where everyone feels included and positively contributes to delivering our purpose.	We'll develop the skills of our people, so we're always ready for what comes next.
Partners & communities	We'll choose partners who share our ambitions to deliver more for our customers.	We'll use our influence to shape decisions and investment in our region.

Citizen Board



Meet our Citizen Board here.

Our Executive Team

Kevin Rodgers
Chief Executive Officer

Gary Booth
Chief Financial Officer

Nick Byrne
Executive Director of Development

Madeleine Nelson
Chief Operating Officer

Meet our Executive Team here.

Committee Member Role Profile

By joining Citizen's Customer Assurance Committee and you will help make sure customer voices are heard at the highest level.

What the committee does

- Checks that Citizen is listening to customers and acting on what matters most.
- Looks at how services are performing and where they could be improved.
- Helps make sure services offer value for money and meet Regulatory Standards.
- Uses customer feedback, insight and data to support better decisions.

How the committee works with the Board

The Customer Assurance Committee has a direct relationship with Citizen's Board. It helps the Board understand what matters most to customers and provides an important customer view before key decisions are made.

- Shares customer views, experiences and priorities with the Board.
- Reviews information about services and asks questions on behalf of customers.
- Helps the Board see where services are working well and where improvement is needed.
- Supports better decisions by keeping customer experience at the centre of discussions.

What you'll bring

You do not need previous committee experience. We're looking for people who can share their views, ask questions, listen to others and help us improve services for customers.

By joining, you'll help shape services, highlight what is working well and identify where change is needed.

Committee Member Person Specification

Skills

Ability to deliver on the requirements of the role which includes:

- Awareness and understanding of diversity and equality issues.
- Time and commitment to the role.

All Citizen tenants, leaseholders, shared owners and licensees can apply.

We're looking for Citizen Customers who bring

- A commitment to customer involvement, scrutiny, and good governance and a passion for the services provided by Citizen.
- A commitment to Citizen's vision and values.
- The ability to think strategically about the services delivered by Citizen to all its customers in all the areas in which Citizen operates.
- Objective approach to reviewing and monitoring services.
- Awareness of Equality and Diversity issues.
- A commitment to developing skills and knowledge of the social housing sector.
- An understanding of or the ability to gain an understanding of housing tenure and landlord/tenant law./regulatory framework for social housing.
- An understanding of or the ability to gain an understanding of financial information in respect of housing services and the delivery of these services.

Personal Qualities

- Effective communication and interpersonal skills.
- Team player.
- Integrity.
- Independent judgement.
- Ability to constructively challenge.
- Impartiality, fairness, and confidentiality.
- Tact and diplomacy.
- Respect for others.
- Ability to see beyond own personal experiences.

Terms & Time Commitment

Remuneration

Customer Assurance Committee Members will receive the following remuneration and reward package :

- £4,750 per annum payable monthly after deduction of PAYE and National insurance, subject to triennial review.
- Payment of travelling expenses, other than to meetings.
- Learning and development opportunities.

Term of office

Customer Assurance Committee Members will normally serve three years, with a maximum tenure up to six consecutive years (typically comprising of two terms of office), but where the Citizen Board agrees that it is in Citizen's best interests, their tenure may be extended up to a maximum of nine years, in accordance with Citizen's adopted Code of Governance and principles for extending membership tenure.

Time commitment

The Customer Assurance Committee will meet at least five times per annum, with two Committee away days and one corporate strategy away day per annum (referred to as Members Seminar). Customer Assurance Committee Members may also be asked to participate in 'task and finish groups' as appropriate.

Who can apply

All Citizen tenants, leaseholders, shared owners and licensees can apply. We cannot accept your application if:

- We have started legal action against you or a household member, including a current Notice of Seeking Possession, possession or court order for breach of tenancy, ASB order, injunction, demoted tenancy, closure order or equivalent judicial order.
- We have a court order for recovery of money against you.
- You are in a legal dispute with us.

Key dates & how to apply

How to Apply

Read the pack carefully: Before doing anything, make sure you know what we are about and what the role involves.
Polish up your CV: Ensure it tells us what you can bring to the role and organisation but make sure it's no longer than three pages.

Answer the following 3 questions via Willo Video (1 minute per question):

1. As a Citizen resident what interests you about taking on a Customer Assurance Committee role?
2. What skills, experience and approach would you bring to the Committee?
3. How can you evidence passion and commitment to our purpose: To provide homes that are a foundation for life?

Willo Support: If you encounter any issues whilst completing your video interview, please email Willo Support who will be able to assist you: support@willotalent.com

Send it all into us before the deadline: Answer the video questions and send your CV, with the role in the subject bar, to: recruitment@distinctivepeople.co.uk by 9am on Wednesday 21st October 2026.

Please also fill in the Equal Opportunities Monitoring Form and Declaration Form and return them with your CV.

Inclusivity and Accessibility are very important to us at Citizen. If this means of applying does not work for you that's not a problem. Just contact Scott Worth, Director of Customer Experience, for an informal chat on 07581 054000 and he will arrange for your application to be submitted in the best way for you!

Key Dates

Closing Date: Wednesday 21st October 2026

First Stage Interviews (MS Teams): Tuesday 3rd November 2026

Final Stage Interviews (in-person): Tuesday 17th November 2026

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