

## Scrutiny Panel

Role profile: Member

### SP Purpose

- Work with a wider group of customers to carry out scrutiny reviews, providing guidance and support and coordinating work.
- Coordinate and monitor progress of the SNG scrutiny programme, as defined and commissioned by the Customer Influence Panel (CIP).
- Make recommendations to CIP on service improvements arising from the scrutiny reviews.
- Agree the criteria and scope of each scrutiny, including membership of scrutiny teams, making sure there is consistency and appreciating that differing approaches may be necessary to meet local circumstances.
- Ensure follow-through of recommendations from scrutiny reviews and exercise re-call where recommendations may not be being delivered or fully implemented.
- Regularly report progress and outcomes from scrutiny exercises to the CIP and Board.
- Regularly communicate to the wider customer group the outcomes and impact of scrutiny through a range of communication channels.

### Role

Individual members of the SP will:

- Actively promote SNG's values and always be open, honest, and transparent.
- Contribute to the development of SP recommendations.
- Respect the confidentiality of information relating to business decisions.
- Exercise independent judgement, identifying and promoting good practice
- Use reasonable skill, care, and research to inform your views.
- Avoid conflicts of interest or bringing SNG into disrepute

Collectively SP members will:

- Provide advice, knowledge and be realistic to help with decision making.
- Take an interest in the needs of the broad range of customers so that their voices are heard in discussions.
- Work in a participative way contributing ideas and views.
- Network with others, promoting SNG and bringing back examples of good practice.
- Work with people to ensure SNG's services are effective and be familiar with the requirements of Regulators.
- Be passionate and committed to SNG's social purpose, inspiring and motivating others.
- Support colleagues, staff, and scrutineers.

### Qualities

- Curious, forward thinking and strategic.
- Demonstrates suitable time management skills and inclusive approach to discussion and debate.
- Communicates well, balancing tact and diplomacy with a willingness to challenge.
- Makes good, independent decisions, remains politically neutral, and thinks creatively within the SP and SNG.

## **Commitment & support**

The SP will meet at least four times a year, with occasional additional sessions to contribute to the Board's decisions on the future strategy and direction of SNG and services.

Dedicated SNG colleagues will assist and support the SP in its work and managing its own budget for training and support.

Members will be entitled an annual remuneration package of £1,500. Out of pocket expenses will also be re-imbursed, as well as access to a digital device that enables participation in all engagement activity.

Members are expected to complete an initial assessment of current skills and experience. Subsequently all members will receive an annual individual meeting that focusses on training and support needs to develop individual and collective effectiveness.

Ongoing development opportunities will also include:

- Access to external development opportunities
- Joint training with other customers of SNG - for example, the Customer Influence Panel.
- Mentoring and individual support
- Visits to other organisations to share experiences and good practice.