

Scrutiny Panel (SP)

Role profile: Chair

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

- Provides leadership and direction to the Scrutiny Panel (SP), so that the SP can fulfill its objectives and work within its Terms of Reference.
- Plans meeting agendas and future areas of focus, in consultation with members and SNG colleagues.
- Chairs the SP meetings, and is responsible for ensuring that each commissioned scrutiny is delivered within the expected scope, and to the agreed timescale.
- Ensures members are kept up to date with relevant issues that may not feature on meeting agendas.
- Participates in the recruitment of new members and leads annual appraisals to improve individual performance and personal development.
- Takes the appropriate action in the event of a member breaching the Terms of Reference, the Code of Conduct, or other Conflict of Interest, supported by an SNG colleague if appropriate.
- Has an open invitation to the Customer Influence Panel as an observer.

Qualities

- Always upholds SNG's Values by being open, honest, and transparent
- Fully understands the purpose of the SP.
- Curious, forward thinking and strategic.
- Has, or is willing to develop, a good knowledge of SNG as a business.
- Manages time well and encourages inclusive discussions.
- Communicates well, balancing tact and diplomacy with a willingness to challenge.

- Is confident in representing SNG at external events, positively showcasing the CIP and SNG.
- Makes good, independent decisions, remains politically neutral, and thinks creatively within the SP and SNG.

Commitment & support

The SP meets 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.

The Chair will be entitled an annual remuneration package of £2,500. Out of pocket expenses will also be re-imbursed, as well as access to a digital device that enables participation in all engagement activity.

The Chair is expected to complete an initial assessment of current skills and experience. Subsequently the Chair 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.