

Customer Influence Panel

Role profile: Chair

SNG is committed to listening to our customers and working with them to provide great customer services. The Customer Influence Panel (CIP) provides assurance to the Board and wider SNG colleagues that customer views are being taken into account when we make decisions about customer services. They also play a key role in reviewing information from wider customers, using that information to provide challenge to SNG to deliver better services.

CIP Purpose

The purpose of the CIP is to:

- Make sure that customer feedback from all our customers and across our regions is considered when SNG makes decisions about customer services and policy changes.
- Review a variety of detailed data and insights (such as location, length of customer relationship, product type, customer group, etc.) from different customers to provide evidence-based feedback to SNG.
- Organise in-depth reviews (scrutiny) based on performance data and customer feedback.
- Ensure that SNG takes appropriate action based on the recommendations from these reviews.
- Assure the Board that the methods used to gather customer feedback for decision-making, policies, and strategies are thorough and allow for proper influence and review.
- Promote, collaborate on, and communicate the work of the Customer Insight Panel (CIP) to the broader customer base through established or new communication channels

Role

- Provides strategic leadership and direction to the CIP so that the CIP 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 CIP meetings to stimulate good, well-rounded, and strategic discussions fully considering the members' perspectives
- Works with SNG colleagues to compile relevant reports to Board on the work of the CIP
- 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 where appropriate
- Ensures members are regularly kept up to date with relevant issues that may not feature on meeting agendas.
- Attends the SNG Board as an observer
- Has an open invitation to the Scrutiny Panel as an observer.
- Participates in the recruitment of new members and leads annual appraisals to improve individual performance and personal development.
- Other duties as agreed and in line with the overall requirements of the position.

Qualities

- Always upholds SNG's Values by being open, honest, and transparent.
- Clearly understands the role of the Customer Insight Panel (CIP).
- Has, or is willing to develop, a good knowledge of SNG as a business.
- Manages time well and encourages inclusive discussions.
- Can lead meetings diplomatically, handle challenges confidently, and manage difficult conversations effectively.
- Thinks strategically and looks ahead for the CIP.
- Makes good, independent decisions, remains politically neutral, and thinks creatively within the CIP and SNG.
- 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.

Commitment & support

The CIP meets six 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 CIP in its work and managing its own budget for training and support.

The Chair will be entitled to an annual remuneration package of £4,000. Out of pocket expenses will also be re-imbursed, as well as access to a digital device to enable 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 Scrutiny Panel
- Mentoring and individual support
- Visits to other organisations to share experiences and good practice.