



## Volunteer: Resident Inspectors

As someone who lives in one of our homes, you have the best view of what is important to you and your communities. We need volunteers who can work with our internal auditors to look in detail at what we are doing in key areas of our service so that we get a good understanding of where we are performing well and what we need to change from a customer perspective.

You'll help to review how services which impact on our customers are delivered in practice and make recommendations for improvement where necessary. Training will be given so that you will have the skills and knowledge to be effective in the role and to help make sure that services are delivered to a high standard.

### What we need you to do...

- Help plan our audits.
- Attend training sessions.
- Work alongside our internal auditors to carry out reviews of service areas that have an impact on our customers such as tenancy sign ups, feedback, repairs (Minimum of 10 days a year including training).
- Identify what we do well and what we could do better from a customer perspective
- Meet staff who deliver services, look at what we should be doing and check it is happening.
- Help to prepare a report and action plan about your findings.
- Work with our Customer and Community Insight Group to identify and review audits.

### What you will get in return...

- Free training and all the help and support you need to develop skills that can be used in many different jobs
- A chance to learn skills from the experts and improve your CV
- Mentoring and support from our internal auditors to help you carry out the role effectively
- A chance to give something back to your community by acting as a customer champion
- A chance to really influence the way we shape our services
- A sense of purpose from the work you carry out
- Clear insight into our business and the services we provide

### What some of our volunteers have said...

Volunteering with Red Kite has been really rewarding!

I love that we get Time Credits for each hour of volunteering we do!

Volunteering has given me a real insight into Red Kite and how they work

The training I've had while volunteering has really improved my skills

It's a great feeling, getting involved in the community

**Partnership • Respect • Pride**  
**Excellent services for you and your community**



### **What you need to be interested in...**

- Working in the best interests of your fellow tenants and leaseholders
- Looking at the whole picture and knowing about the detail
- Improving services and making a difference

### **As a person you will...**

- Have an eye for detail
- Be understanding and a good listener
- Be inquisitive and able to ask the right questions
- Be a great team player
- Be able to challenge
- Have a passion to improve Red Kite and the lives of our customers
- Believe in our values and live up to our behaviour standards

### **Your commitment to us will be to...**

- Uphold our values and our behaviour charter at all times
- Attend training sessions
- Attend meetings when needed
- Do your own background reading so you know what it's all about
- Work with us constructively to improve services

### **Our commitment to you will be to...**

- Support you to develop your skills and knowledge
- Give you regular feedback to help you be as effective as possible
- Cover your reasonable out of pocket expenses

**Volunteering is free - we'll make sure you aren't out of pocket and will cover reasonable expenses - but the return you get is priceless...**

**Why not give it a go?**

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