**Role Profile.**

**Role:** Resident and Officer Reflection Group (RORG)

**Term:** up to 3 years

The role of the RORG

The role of the Resident and Officer Reflection Group is to work constructively with Milton Keynes City Council in scrutinising the performance, quality, and value for money of Milton Keynes City council landlord services.

Specific responsibilities of Panel members

In addition to the general role above, all panel members have the following responsibilities:

* To undertake work and make recommendations for the benefit of all Tenants, Resident Leaseholders and Shared Owners.
* To commit the time to attend meetings regularly and read papers in advance of meetings.

The RORG will meet monthly. We ask that you commit to attend a minimum of four meetings a year.

* To be active participants at meetings.
* To commit time to site visits and special projects undertaken from time to time.
* To attend and actively participate in training.
* To declare any conflict of interest. A conflict of interest occurs when a member’s personal or business interests affects their ability to act fairly in the interests of all Tenants, Shared Owners, and Resident Leaseholders.
* To maintain confidentiality when necessary.

 Panel members may not:

 Raise any individual issues through the RORG or at panel meetings.

 Key skills.

* Good listening and communication skills.
* Ability to work positively and collaboratively.
* Ability to identify issues and solutions.
* Ability to challenge constructively, whilst respecting others’ views.