



RESIDENT
SCRUTINY GROUP
YOUR VOICE. POSITIVE CHANGE

Role Descriptions

1. Introduction

- 1.1 The Chair and Vice Chair play a key role in supporting the effective operation of the Resident Scrutiny Group (RSG). They provide leadership, encourage participation, and help ensure the Group fulfils its purpose of scrutinising housing services and influencing service improvements on behalf of Dover District Council residents.
- 1.2 These role descriptions set out the responsibilities, expectations and key duties of the Chair and Vice Chair. The roles are intended to support the Group in carrying out its work in a fair, transparent and resident-focused manner, whilst ensuring all members have the opportunity to contribute to discussions, reviews and decision-making.
- 1.3 Both positions should act as ambassadors for the Resident Scrutiny Group, uphold the Group's Code of Conduct, and promote the values of respect, accountability, openness and collaboration.

2. Role of the Chair

The responsibilities of the Chair include:

- 2.1 Chairing meetings in a fair, impartial and inclusive manner.
- 2.2 Ensuring all members have an opportunity to contribute and that discussions remain focused and productive.
- 2.3 Keeping meetings effective, by keeping meetings on topic and on time.
- 2.4 Representing the views and decisions of the RSG at meetings, presentations and other engagement opportunities.
- 2.5 Supporting the Group to fulfil its aims and objectives as set out in these Terms of Reference.
- 2.6 Promoting constructive challenge and ensuring scrutiny reviews are evidence-based and resident-focused.
- 2.7 Ensuring recommendations are agreed by the Group and accurately reflect the findings of reviews.
- 2.8 Working with members and officers to monitor progress against agreed recommendations.

- 2.9 Acting as a role model by upholding the Code of Conduct and encouraging positive behaviour among members.
- 2.10 Exercising a casting vote where voting results in a tie.
- 2.11 Ensuring that any declare conflicts of interest are appropriately managed during meetings.
- 2.12 Working with supporting officers to agree agendas, plan meetings and coordinate scrutiny activities.
- 2.13 Where the Chair steps down before the end of their term of office, the Vice Chair will act as Chair until a new election is held. Any vacancy in either role will be filled by election at the next suitable meeting of the Resident Scrutiny Group.

3. Vice Chair

The responsibilities of the Vice Chair include:

- 3.1 Supporting the Chair in the effective operation of the RSG.
- 3.2 Deputising for the Chair when they are absent or unable to attend a meeting.
- 3.3 Assisting in the planning and delivery of scrutiny reviews and Group activities.
- 3.4 Encouraging participation and engagement from all members.
- 3.5 Supporting effective communication between members and Council officers where appropriate.
- 3.6 Helping to monitor progress against agreed recommendations and actions.
- 3.7 Promoting the aims, objectives and values of the RSG.
- 3.8 Upholding the RSG's Code of Conduct and acting as a positive role model for other members.

4. Skills and Behaviours

The Chair and Vice Chair should:

- 4.1 Be committed to improving housing services and outcomes for residents.
- 4.2 Demonstrate good communication and listening skills.
- 4.3 Be able to chair or contribute to meetings in a fair, respectful and inclusive manner.
- 4.4 Encourage participation and ensure all members have an opportunity to contribute; this includes fostering a welcoming and supportive environment.
- 4.5 Be able to consider evidence objectively and make balanced decisions.
- 4.6 Work collaboratively with other residents, officers and stakeholders.
- 4.7 Be reliable, organised and able to manage responsibilities effectively.
- 4.8 Maintain confidentiality where required.
- 4.9 Demonstrate integrity and act in accordance with the Resident Scrutiny Group Code of Conduct.

- 4.10 Undertake relevant training and encouraging members to participate in training opportunities that support effective scrutiny..

5. Time Commitment

The Chair and Vice Chair will be expected to:

- 5.1 Attend all scheduled Resident Scrutiny Group meetings where possible.
- 5.2 Participate in scrutiny reviews, workshops, training sessions and presentations as required.
- 5.3 Undertake reasonable preparation before meetings, including reading agendas, reports and supporting documents.
- 5.4 Meet with supporting officers, where necessary, to discuss agendas, review progress and plan forthcoming activities.
- 5.5 Represent the Resident Scrutiny Group at relevant meetings, events and engagement activities.

The average time commitment is expected to be approximately 2 to 4 hours per month, although this may increase during active scrutiny reviews, depending on the complexity of the review being undertaken, training sessions or when representing the Group at meetings and events.

6. Support available

- 6.1 The Chair and Vice Chair will receive support from the Tenant Engagement Team, including administrative support, advice, training opportunities and assistance with scrutiny activities.

7. Term of Office

- 7.1 The Chair and Vice Chair will be elected annually by a majority vote of members present at a quorate meeting. Individuals may stand for re-election.
- 7.2 This gives members regular opportunities to refresh leadership while maintaining continuity where desired.

Contact Officer: For more information, please the Tenant Engagement team on tenant.involvement@dover.gov.uk.