



Role Description

1. VOLUNTEER DETAILS

Volunteer Title: Customer Insights Panel

2. BACKGROUND

Cairn has for over 30 years served a wide variety of communities throughout Scotland offering a range of affordable housing and related services. With around 5,000 homes under management and offices in Edinburgh, Inverness, Bellshill, Irvine and Thurso, we address housing needs of people in both urban and rural areas, including dedicated housing for older people, mid-market, and market rent as well as larger properties used as hostel and supported accommodation. Our aim, in partnership with the Scottish Government, Local Authorities and others, is to create strong communities by improving access to and choice in affordable housing and services. We are a non-profit distributing organisation, controlled by a voluntary Board. We are a recognised Scottish charity and registered with the Scottish Housing Regulator as a Registered Social Landlord (RSL).

3. GROUP PURPOSE

We are looking for a minimum of 7 volunteers to take part in targeted project-based work to understand current processes and procedures active throughout Cairn, analyse their effectiveness and the customer experience and compile reports that provide recommendations for improvement actions. The CIP will work collaboratively with staff, Executive team member and with Board members to influence service improvements, promote transparency, and strengthen the relationship between tenants and Cairn.

Your tenure on the CIP will last 2 years. At the end of this period, your membership will automatically terminate however members are welcome to be re-elected following completion of their term should they wish to remain on the panel.

Ongoing training and support will be provided either from internal or external sources.

Person Specification

CRITERIA	ESSENTIAL
Skills	<p>Demonstrate good level of computer skills</p> <p>Skills in using Microsoft packages including Teams, Outlook, word etc are essential</p> <p>Good listening and communication skills.</p> <p>Ability to work as part of a team and respect different viewpoints.</p> <p>Willingness to learn about housing services, policies, and tenant rights.</p> <p>Commitment to confidentiality and professionalism.</p> <p>Passion for improving housing services and community wellbeing.</p> <p>Analytical</p>

<p>Personal attributes</p>	<p>Motivated</p> <p>Approachable</p> <p>Good Listening Skills</p> <p>Empathetic</p> <p>Focused</p> <p>Team Player</p> <p>Good Time Management</p> <p>Resilient</p>
<p>Additional requirements</p>	<p>Ability to travel if required for meetings or training</p> <p>Meetings outside of working hours or weekends</p>
<p>What's in it for you?</p>	<p>Make a Difference – Directly influence how Cairn delivers services.</p> <p>Learn New Skills – Gain experience in governance, decision-making, and community leadership.</p> <p>Training & Support – Access to free training, mentoring, and development opportunities.</p>

	<p>Networking – Meet other tenants, community leaders, and housing professionals.</p> <p>Recognition – Be part of a respected group shaping the future of your community.</p> <p>Expenses Covered – Travel costs reimbursed so you’re never out of pocket.</p>
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Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

Post Holders Signature: Date:

Managers Signature: Ryan Morgan Date: