

## Chair role description and person specification

**Lead change. Champion customer voices. Shape services at the highest level.**

Join the VIVID Customer Scrutiny Panel (VCSP) as Chair and help drive meaningful improvements across VIVID's services. You'll lead a team of passionate customers, work closely with VIVID's leadership, and ensure the panel's work has real impact.

### What you'll do:

- Provide strategic leadership to the VCSP, ensuring its work aligns with VIVID's customer influence goals.
- Chair quarterly online meetings, setting the agenda and guiding discussions.
- Support panel members to carry out deep-dive reviews and develop recommendations.
- Represent the panel in meetings with VIVID's Board and Customer Services Committee.
- Ensure customer feedback is translated into clear, actionable outcomes.
- Promote the panel's work across VIVID's customer base.
- Work with VIVID's Governance and Customer Influence teams to maintain high standards of scrutiny and accountability.

### What we're looking for:

- You don't need formal qualifications—just leadership skills and a commitment to customer voice.
- You're a current VIVID customer.
- You can confidently lead meetings and support others to contribute.
- You're passionate about improving services and representing diverse perspectives.
- You're comfortable engaging with senior leaders and decision-makers.
- You're organised, diplomatic, and able to keep discussions focused.
- You're happy to act in line with VIVID's values and maintain confidentiality.

### What you'll get:

- Leadership training tailored to your role.
- IT equipment and support.
- Expenses covered (travel, childcare, caring responsibilities).
- Mentoring and coaching if desired.
- Ongoing support from VIVID's Governance and Customer Influence teams.