

Join Southway's Customer Voice Committee – Be the Voice of Your Community!

Are you a Southway customer who cares about making a real difference? Do you want to help shape the future of your home, your community, and the services you and your neighbours use?

About the Role

Southway is looking for customers like you to join our Customer Voice Committee. This is your chance to represent fellow customers, use your experience in influencing decision making, and make sure your voice—and the voices of your neighbours—are heard at the highest level.

As a Committee Member, you'll:

- Speak up for customers and help Southway understand what matters most to residents.
- Work with other customers and staff to improve neighbourhoods and create new opportunities for everyone.
- Help review and shape the services Southway provides, making sure they meet the needs of our communities.
- Take an active role in the creation and shaping of policies and strategies that affect your community.
- Support Southway's values of Respect, Equity, Ambition, Compassion, and Honesty in everything you do



What's Involved?

- **Time Commitment:** About 2 days per month, plus 1 annual Away Day each year. Meetings are usually in the evening, starting at around 5.30pm.
- **Location:** Meetings are held at our offices in Didsbury, with options for remote participation if needed
- **Support:** Full training and support provided—no previous experience needed!

Remuneration

We value your time and commitment. Committee Members receive payment of £2,000 per year.

Who Should Apply?

We want to hear from tenants who:

- Are passionate about improving homes and services for everyone at Southway.
- Want to represent the views and needs of their neighbours.
- Are willing to listen, share ideas, and work as part of a team.
- Believe in fairness, inclusion, and making a positive difference.

You don't need to be an expert—just someone who cares about your community and is willing to speak up to help shape its future. We especially welcome applications from customers who haven't been involved before.

Our Commitment to You

Southway is committed to being a diverse, inclusive, and welcoming organization. We want our Committee to reflect the communities we serve. If you have a disability or need any adjustments to take part, just let us know—we're here to help