

Role Profile

Role Title: Customer Voice Committee Chair

Role Purpose

To provide leadership to the Customer Voice Committee by creating a welcoming environment, where all members are encouraged to be part of a collaborative and effective committee body.

They will advise the Board of Aster Group on matters relating to the Committee's areas of responsibility, committee discussions and provide the golden thread between board and committee.

Key Accountabilities

The Chair plays a vital role in supporting the Committee's work. Their responsibilities go beyond those of other members but are designed to complement and strengthen the group's collective efforts.

As the Committee's representative, the Chair acts on behalf of all members. They should lead with openness and collaboration, actively involving others in decision-making and seeking their advice when needed. By supporting members to participate fully, offering encouragement and guidance, will help ensure that the Committee's work reflects a shared understanding and collective accountability.

While the Chair has specific duties, they also share the same responsibilities and accountabilities as every other member. Their leadership is rooted in partnership, trust, and a commitment to the Committee's shared goals.

The role of the Chair of the Committee

Support delivery of the Committee's Terms of Reference

Ensure the Committee's work reflects its agreed purpose and priorities, guiding discussions and actions to stay aligned with its Terms of Reference.

Works with the Committee members to find the balance between customer priorities with Aster's strategic and operational needs.

Ensures the organisation promotes equality, diversity, and inclusion in respect of the service it delivers to all its customers.

Lead the Committee's business effectively

Oversee meetings and general business with clarity and efficiency, helping the Committee stay focused, timely, and productive.

Role Profile

Encourage inclusive decision-making

Create space for all members to share their views before key decisions are made. Promote respectful dialogue and uphold the standards set out in the Code of Conduct.

Ensure decisions and records are well-managed

Make sure decisions are clearly captured, minutes are approved, and papers are shared promptly with all members.

Foster strong working relationships

Build constructive and respectful connections with fellow Committee members and across other committees within Aster's governance framework.

Represent the Committee at other Aster governance meetings as required.

Seek diverse advice when needed

Help the Committee access a broad range of perspectives — whether from Aster colleagues or external experts — to support informed decision-making.

Make decisions in line with delegated authority

Ensure that any decisions made by the Committee follow Aster's delegation matrix and governance protocols.

Review Committee composition and skills

Regularly reflect on the Committee's makeup and the skills of its members. Take action to address any gaps or development needs.

Support Committee and member appraisal

Ensure the Committee has appropriate arrangements in place for reviewing its own performance, including the Chair's own appraisal.

Plan for succession and renewal

Help the Committee prepare for future changes by supporting timely and thoughtful succession planning.