

**Digital Champion role profile**

**What are Digital Champions?**  
Digital Champions are residents who would like to get involved and help shape our services but don’t have the time to commit to attend meetings. You’ll be able to get involved by providing us feedback electronically on various different services or topics.

You will also be able to feedback on how well our digital services work for you. Can you access the services you need? Is it easy to find the information you are looking for?

**Who can become a Digital Champion?**   
Any of our residents can become a Digital Champion, as long as they are interested in working together with Network Homes to help improve our services. You must have your own electronic device such as a smart phone or tablet. If you would like to use this as an opportunity to improve your digital skills we can help you.

**What skills will I need?**

**To become a successful Digital Champion you will need:**

* to attend a training session,
* commitment and enthusiasm.

**How much time is needed for this role?**

**You will be asked to attend a half day training session and then will be asked to spend approximately an hour every couple of months either reviewing our digital services or providing us with feedback on a specific topic via a survey.**

**How much impact will this have?**  
Your findings will be used to shape our services to ensure they work for our residents.

**What’s in it for me?**

**Becoming a Digital Champion with Network Homes is a rewarding opportunity. You are able to provide us with important feedback and help us improve services for all of our residents.**

**The specially designed training course will equip you with or help improve your skills in organisation, communication and attention to detail.**

**Adhering to your tenancy agreement**

Involved residents shape services, monitor performance, agree actions for service improvement and hold Network Homes to account. It is therefore important that involved residents lead by example in adhering to the conditions of their tenancy agreements. The expectation for all involved residents is that they:

• are not in arrears, or if so must have a payment plan in place,

• do not commit anti social behaviour (ASB).

Arrears

If you fall into arrears please speak to your income officer as soon as possible. Payment plans can be agreed and arranged with the Income team. As long as the payment plan is being followed then involvement may continue.

ASB

Anyone subject to investigation and found to be responsible for high level antisocial behaviour, will not be permitted to participate in involvement opportunities with immediate effect.

Being found to be responsible for low level ASB may be temporarily excluded from involvement activities. This will be considered on a case by case basis taking into account the nature of ASB and the individual’s history of anti social behaviour.

The above applies to all, regardless of tenure.

**How do I become a Digital Champion?**  
To apply to be a Digital Champion, or for more information, please contact the Resident Engagement Team on 0300 373 3000 or email [get-involved@networkhomes.org.uk](mailto:get-involved@networkhomes.org.uk)