

We are seeking candidates who can demonstrate the following knowledge, skills and experience:

Knowledge

- Basic understanding of BSR's role and the duties of Accountable Persons.
- Awareness of residents' rights, safety concerns, and common issues living in HRBs - and how lived experience shapes perspectives.
- Understanding of good resident engagement and the barriers different groups may face.
- Understanding of how to run effective, inclusive meetings.

Experience

- chairing or facilitating inclusive groups with a mix of backgrounds and views.
- working with public bodies, housing organisations, or resident-led groups.
- active involvement in engaging with HRB residents or communities, especially on sensitive issues.
- using feedback or evidence to shape decisions or recommendations.
- managing discussions where there are strong or conflicting opinions.

Skills

- the ability to keep discussions focused and inclusive.
- clear communication, including using understandable and accessible language and active listening.
- building relationships and influencing effectively, including at a senior level
- building trust, handle disagreement calmly, and encourage constructive dialogue, negotiating toward a consensus where possible.
- the ability to identify key points, summarise issues and support good decision-making.
- Confidence in representing the Panel's views in a fair and balanced way.
- Ability to ensure all voices are heard, including people who may be less confident.

