



ESAN

The Essential Services
Access Network

ESAN Chairman: job description

About ESAN

The Essential Services Access Network (ESAN) is a grouping of consumer and voluntary organisations working on a cross-sectoral basis with regulators and Ombudsman services. ESAN strives to ensure that services which are essential to life, health and well-being (currently energy, water, financial services and communications) meet the needs of consumers, particularly those in vulnerable circumstances. Our aim is to achieve inclusive service - to ensure that all consumers have affordable access to services which meet their needs (see www.esan.org.uk).

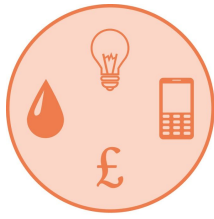
To do this we facilitate the exchange of information and opinions between organisations and others concerned with these issues, including the relevant regulators. We contribute to the development of policy and highlight issues of common interest across the sectors we focus on. Members meet quarterly to discuss issues of common concern that affect consumers in these sectors and also receive a monthly newsletter. Occasional one-off events are also organised from time to time to involve a wider audience.

ESAN has a part-time Co-ordinator, provided on a consultancy basis, who is responsible for communication with members, producing the regular newsletter, maintaining the website and helping to expand the Network.

ESAN is registered with the Charity Commission as a charitable incorporated organisation (CIO), and the Officers are also charitable trustees.

Responsibilities of Officers (Chair, Vice-Chair and Treasurer):

- To facilitate the fulfilment of ESAN's objectives
- To keep an overview of ESAN's work and decision-making
- To liaise with the part-time Co-ordinator and ensure that the duties of this role are fulfilled
- To plan and run meetings in accordance with ESAN's objectives, providing a forum for members to share best practice
- To work with the Co-ordinator to maintain membership at sustainable levels and help to recruit new members
- To have financial oversight of ESAN's bank account and budget



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- To meet the responsibilities of charity trustees and ensure that ESAN complies fully with the relevant requirements of the Charity Commission.
- To maintain the ESAN network, working with member organisations
- To ensure that meetings, newsletters and other communications have broad appeal to stakeholders within the ESAN network
- To set the overall vision for ESAN

Criteria for Chair:

Essential:

- Understanding of consumer issues, including consumer vulnerability, identifying current and emerging consumer problems of particular relevance to ESAN and its members
- Good inter-personal skills, particularly the ability to chair meetings effectively and impartially
- Ability to build and maintain good working relationships with ESAN members, external organisations, policy-makers and service providers
- Good presentation and public speaking skills
- Ability to contribute to ESAN's activities and development

Desirable:

- Knowledge of any or all essential services currently covered by ESAN (communications, energy, financial services, water)
- Understanding of the regulation and legislative frameworks of essential services from the consumer standpoint

Time commitment: probably around the equivalent of one day a month; it includes half-day quarterly trustee meetings (normally in central London) and preparation for the meetings, in addition to quarterly members' meetings. The actual requirement can vary depending on organisational needs and your availability.

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