

Job title: Resident Liaison Officer

Line manager: Senior Project Manager

Grade (if applicable):

Direct reports: N



Role purpose:

To ensure that residents and leaseholders are consulted at all appropriate stages about works that are planned to their homes including assisting in forming residents' associations and groups to facilitate improved communication and consultation. To avoid/minimise complaints during the works, resolving difficult situations in an amicable manner. To ensure that feedback from resident and leaseholder questionnaires is incorporated into the project reviews and process maps.

Key results:

- To provide exceptional customer service, building strong relationships with stakeholders and delivering timely communication with customers
- Work to resolve problems of access and ensure vulnerable residents are supported and those with language difficulties are communicated with effectively, identifying individual needs.
- To enhance engagement and collaboration with our customers, Leaseholders, contractors, consultants, and stakeholders in delivering the Investment programme, and promoting our values and vision.
- To ensure the Investment customer communication is managed and distributed effectively.
- Work to resolve problems of access and ensure vulnerable residents are supported and those with language difficulties are communicated with effectively, identifying individual needs.
- To attend contractor meetings, providing reports and information to assist in the management of the Investment contracts.
- Work within the asset management project team to monitor resident satisfaction with the works programme, projects and contractors' performance through the use of KPIs and to translate these into operational and strategic improvements.
- To assist with the decant process where applicable.
- To monitor quality and ensure customer service standards are adhered to.
- To support the Peabody Complaints Team in the investigation, management, and response to complex complaints from customers.

Success metrics:

- KPI monitoring
- Meeting residents and leaseholders whilst planned programmes are in progress.
- Number of complaints.
- Monitoring of contractor Resident Liaison Officers.
- Issuing of notification and end of defects letters in a timely fashion.

About you:

You will be:

- Highly developed customer care skills
- Understanding of the construction project process
- Able to prioritise workload to ensure delivery of objectives and an excellent service to residents.
- Must have excellent communication skills.
- Must be a flexible and co-operative team player.

Version Date:

Signed off by:

- Good IT skills
- Hold a full driving license.
- Willing to accept ownership and responsibility and to solve problems as they arise.
- Evidence of success in building good working relationships across professional and operation boundaries and at all levels.

You will have:

- Experience in Asset management delivery, and/or exceptional customer services skills.
- Desirable: Experience of building services or contracting environment and knowledge of social housing