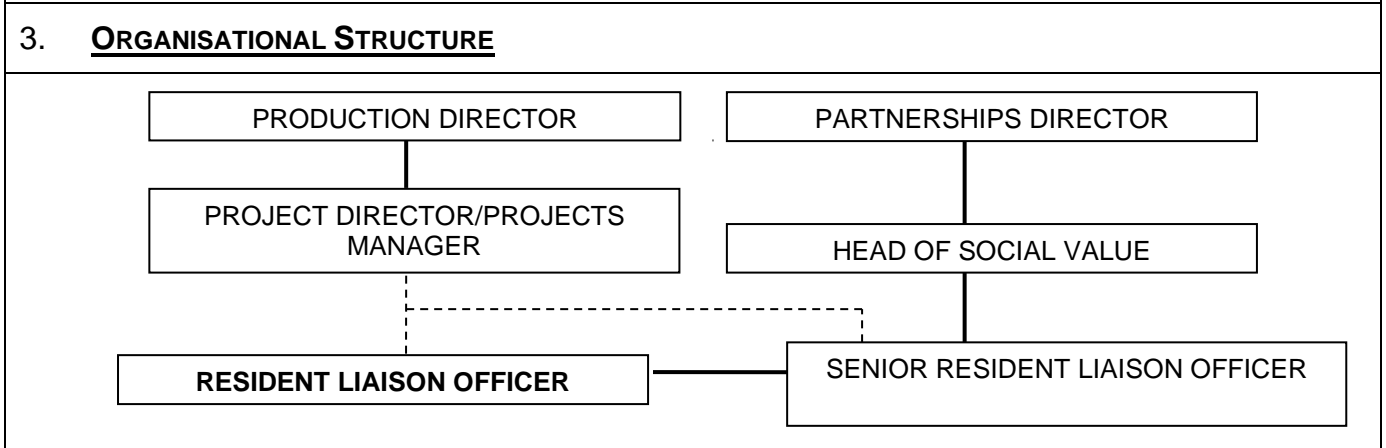


## JOB AND PERSON PROFILE

1. <b><u>JOB TITLE</u></b>	<b>Resident Liaison Officer</b>
<b><u>DEPARTMENT</u></b>	<b>Community Investment - Contracting</b>

2. <b><u>MAIN PURPOSE</u></b>
Through communication between the site team and residents, the Resident Liaison Officer and Client are to liaise verbally, in writing and via surgeries and/or newsletters. To minimise disruption to residents, promote community cohesion and help to ensure the smooth progression of the works.



4. <b><u>MAIN DUTIES/RESPONSIBILITIES</u></b>
<p><b>Documentation for site activities</b></p> <ul style="list-style-type: none"> <li>• The post holder will be expected to work substantially on site visiting residents and partner organisations</li> <li>• Ensure and maintain the Resident Liaison daily diary, record incidents and appointments</li> <li>• Have an understanding of the works, programme and scope of works</li> <li>• Provide site reports and updates for client and site management</li> <li>• Prepare and distribute all communications to residents</li> <li>• Establish a residents charter, maintain files, comments/query/complaints log etc.</li> <li>• Compile, devise and implement procedures and administration to complement the role</li> <li>• The post holder will always work in a safe manner and report any unsafe acts or conditions to a member of management</li> <li>• Keep all data base information up to date if using Hawke</li> </ul> <p><b>Advise residents of the following</b></p> <ul style="list-style-type: none"> <li>• Carry out pre-visit to each resident to explain the “works” and assist them in understanding the process</li> <li>• Make arrangements to complete a Condition survey, Household Profile and complete relevant admin</li> <li>• Discuss in detail scope of “works”, type of “works” and method of “works”</li> <li>• Issue four week letter or induction letter highlighting areas of insurance, scaffolding, background to Higgins, contact details, site set up, start date etc.</li> <li>• Keep residents informed of any changes, cancellations, progress</li> </ul>

**4. MAIN DUTIES/RESPONSIBILITIES (CONT'D)**

- Carry out regular checks on residents throughout the day and at the end of each working day
- Advise of bookings and appointments, where access is denied liaise with Client's RLO or Housing Officer

Provide advice and support to individual residents on all contractual issues and taking appropriate action

**Be aware and sensitive to the following**

- Special needs of residents who may be frail, elderly or mentally impaired
- Residents that are provided with dust sheets and expensive items are protected
- Reconnection of services, ensuring Site Team provide services to be on at the end of each working day
- Claims, compensation and compliments and complaints are logged, tracked and dealt with within a timescale and with care.
- Attendance, support and representation at site meetings and Joint Management Board meetings etc.
- Clear, regular and effective communication with Housing Officers, Estate Development teams or **Housing Plus Initiatives**

- Compile local figures, keep logs and trackers up to date for both client and internal purposes
- Assist or provide information to designated agency/provider
- Make line Manager or Marketing aware of events on designated project
- Be aware of public relations and refer issues to head office
- Liaise with local community, including schools, police, community leaders and surrounding neighbourhood
- Support with all aspects of project specific social value and CSR activity as required
- Carry out all aspects of site administration and team support as required

**Other**

- Be available for residents meetings, surgeries and meetings with client, as and when required, including Open/Fun Days which may include out of hour evening meetings, or the occasional weekend
- Provide a professional customer service to all Residents/Leaseholders/Clients, encouraging the prevention of any misunderstandings, complaints, and queries

**5. PERSON SPECIFICATION (SKILLS, QUALIFICATIONS, EXPERIENCE, TYPE)**

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>✓ Excellent communication skills, written and verbal</li> <li>✓ Customer care or sales background</li> <li>✓ Able to work on own initiative and devise systems to suit role</li> <li>✓ Ability to work as a team</li> <li>✓ Ability to work outside in a construction environment (in a compound or office)</li> <li>✓ Appreciation of on-site operations</li> <li>✓ Good Computer literacy skills</li> <li>✓ Must drive &amp; have full UK driving licence</li> <li>✓ Good organisational skills and attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>✓ Knowledge of Race, Equality, and Diversity issues</li> <li>✓ RSL/LA Housing Management skills,</li> <li>✓ The post holder to be familiar with their Health &amp; Safety duties on site</li> </ul>