

Job Title: Resident Liaison Officer Planned and Major Works Team Location/Part of Business: Sutton Gate Grade: Band 3
Reports to: Senior Resident Liaison Officer

Purpose: To provide information and support for tenants and leaseholders whose homes are affected by major works and to ensure that procedures for communicating and consulting with residents on capital projects demonstrate excellent Customer Care.
Values: High Performing, One Team, Make it Happen and Excellent Customer Service.

Responsibilities & Outcomes	Skills & Experience	Expectations
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Be the main point of contact to ensure that all residents receive excellent customer service when planned and major works are being carried out in their homes. • Visit and issue approved communication and literature to residents prior to planned and major works being carried out. <ul style="list-style-type: none"> • Creating tenant profiles by using data in the Housing Management system and undertaking home surveys before work commencement. • Have regular contact with residents via their preferred method of communication and to record on the NEC planned and major works module. <ul style="list-style-type: none"> • Agree access arrangements to ensure works are completed on time liaising with contractors and in house operatives. • Inform the resident of any delays or changes to the programme of works to their home and offer suitable alternative appointments. • Visit tenants to explain the nature and scope of work, conduct a 'site introduction', ascertain their individual requirements, arrange appointments/start dates and monitor access to individual properties. • Arrange and attend meetings during and outside working hours for residents • Carry out follow up resident courtesy visits • Advise and guide residents while the work is going on. • Carry out resident satisfaction, and encourage feedback on completion of work. • Carry out regular monitoring with residents of 	<p>Essential:</p> <ul style="list-style-type: none"> • Knowledge of current challenges of planned and major works and excellent customer service including landlord legal repairing obligations • Experience of working in social housing, local government or customer-service environments. • Demonstrable experience of working with tenants and leaseholders whose homes are experiencing planned and major works or disrepair • Ability to communicate effectively, both in writing and verbally • Can create and maintain strong constructive working relationships with people at all levels, both internally and externally. • Ability to plan own work in a logical way without close supervision. • Ability to work well under pressure and to tight deadlines. • Proficient in Google and or Microsoft - spreadsheets, and update more complex data sheets, mail merges and issue communications to residents • Knowledge of NEC Housing system or equivalent • Works well in a team and collaborates with colleagues across the Organisation in the spirit of One Team and making it happen <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of health and safety matters. • Presentation skills. • Knowledge and application of Project Management principles • Knowledge of responsive, minor works programme to deal with planned and major works • Analytical and problem-solving skills. 	<p>The job holder will:</p> <ul style="list-style-type: none"> • Uphold SHPs Values, Behaviours & Leadership expectations at all times (see overleaf). • Regularly liaise and collaborate with all internal stakeholders across the Operations Directorate to ensure that the resident experience is positive, have regular and timely communication on progress of their works. • Regularly liaise with external partners including the Council, advocates of the resident, contractors • Support the resident through the repair works, temporary decants, permanent decant process. • Have a responsibility to ensure the health and safety of persons at work and members of the public in premises or sites managed by SHP. The method of achieving this will be by provision of safe systems of work and receiving information, training and instruction as necessary to achieve these objectives. • Demonstrate an understanding of and commitment to SHP/Council policies in relation to Equality, Diversity and Inclusion, Customer Service Standards and service delivery, and the ability to implement these policies in the workplace • Ensure both the resident and their home are treated with respect and consistency with our Code of Conduct and resident engagement strategy and action plan • Work collaboratively with team members within SHP to identify and optimise any participation opportunities that may arise during the course of the project • Be expected to visit multiple properties in the Borough and manage planned and major works resident liaison of up to 100 cases

the work undertaken.	Qualifications or Proven Experience: o Educated up to GCSE Level or experience in similar role		
	Driving Licence	Yes	

Key Outcomes: <ul style="list-style-type: none"> • Manage the inspections for the resident, technical inspector and building surveyor • Ensure residents receive agreed written and verbal notifications of the commencement of works. • Produce and oversee the production of appropriate communication material, e.g. letters, leaflets, newsletters, for site distribution or display, in relation to the works to their home • Ensure that all queries, complaints, and concerns that the residents may have been recorded and resolved. • Visit residents after completion of works to ensure that the residents are satisfied. 	Business Insurance/Own Car	Yes	
	Enhanced DBS	Yes	
	Mobile Working	Yes	
	Evenings/Weekends	Yes	

Jobholders are required to undertake any other duties within their capabilities as may be reasonably required.Guided by our HOME Values:

- **H**igh Performing – Continuously learning and improving
- **O**ne Team – Work together to be the best
- **M**ake it Happen – Responsible for positive change
- **E**xcellent Customer Service – Putting customers at the heart of what we do

Demonstrated by our HOME Behaviours:

We Value:		How we do this:	We Value:	How we do this:
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High Performing <i>Continuously learning & improving</i>		<ul style="list-style-type: none"> • Social hearts and commercial minds • Understand our business and the roles we play <ul style="list-style-type: none"> • Set ourselves challenging goals • Understand our contribution and how we make a difference • Thorough understanding of the housing sector and what's on the horizon • Be confident and take responsibility • Be ambitious, innovative and target driven • Be diligent and have attention to detail 	One Team <i>Work together to be the best</i>	<ul style="list-style-type: none"> • Keep it simple • Show pride in who we are and what we do • Get to know colleagues and customers and understand what teams do, maintaining strong partnerships • Encourage team spirit, fun, passion, enthusiasm • Support others in their learning and development • Value everyone and encourage diversity • Be open and honest with each other
Make it Happen		<ul style="list-style-type: none"> • Think customer first 		<ul style="list-style-type: none"> • Actively engage with all our stakeholders

<i>Responsible for positive change</i>		<ul style="list-style-type: none"> • Lead by example, make informed decisions and take action • Listen, seek to understand and be solution focused • Be creative, proactive and innovative - think outside the box • Always go the extra mile • Have a "can do" attitude • Take the initiative to solve problems 	Excellent Customer Service <i>Putting customers at the heart of what we do</i>	<ul style="list-style-type: none"> • Show respect for all and provide a friendly and professional service • Take responsibility to see things through to the end • Do what we say we are going to do <ul style="list-style-type: none"> • We <u>all</u> take responsibility for excellent customer service
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Our Leaders: See the future, Engage and develop others, Recognise results and talent, Value diversity, Embody passion and integrity