



Job Description

Job title	Resident Liaison Officer (Technical Services)	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing Technical Services	Salary	SK10 (£32,457 per annum)
Location	On Site/Works Depot	Contract	3 Year Fixed term

Main Job Purpose

The Resident Liaison Officer is responsible for maintaining effective communication between the company and residents during repairs or maintenance projects.

This role ensures that residents are fully informed and supported throughout the project lifecycle, addressing any concerns or issues that may arise.

The officer plays a crucial role in fostering positive relationships with residents, ensuring that their needs and expectations are met, and enhancing overall customer satisfaction.

This role is not politically restricted.

Main Statement of Responsibilities

- Serve as the primary point of contact for residents, providing clear and timely information about project plans, timelines, and progress.
- Address resident concerns, complaints, or queries promptly and effectively, ensuring that issues are resolved to the satisfaction of both the resident and the company.
- Conduct pre-project surveys and consultations with residents to understand their needs, preferences, and any potential issues, feeding this information back to the project team.
- Prepare and distribute newsletters, letters, and other communication materials to keep residents informed about upcoming works, project milestones, and any potential disruptions.
- Provide ongoing support to residents throughout the project, including arranging temporary accommodation or other necessary provisions if required by the nature of the works.
- Work closely with project officers, contractors, and other stakeholders to ensure that resident feedback is considered in project planning and execution.
- Carry out post checks to ensure that work meets the quality requirements and oversee the completion of snagging or remedial works required.
- Conduct post-project satisfaction surveys and follow-ups to assess resident satisfaction and identify areas for improvement.
- Ensure that all resident interactions and issues are documented accurately and that any legal or regulatory requirements related to resident communication are met.
- Organise and participate in community meetings or events to discuss project progress and address any collective concerns.
- Oversee the delivery of Social Values projects by contractors in accordance with contract documentation and provide updates on progress for annual reporting. Work with our internal team to ensure that Social Values projects are prioritised in accordance with our corporate objectives.
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people, and vulnerable adults.



Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility



Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

- Previous experience in a customer-facing role, ideally within construction, housing, or a related field.
- Strong problem-solving abilities and the capacity to manage and resolve conflicts or complaints in a professional manner.
- Ability to work independently and manage multiple tasks or issues simultaneously.
- Proficiency in MS Office, particularly Word and Excel, for managing documentation and communication.
- Organized and Detail-Oriented: Capable of managing multiple tasks, maintaining accurate records, and ensuring that all communications are clear and consistent.
- Proactive and Solutions-Focused: Takes the initiative to address potential issues before they escalate and seeks practical solutions that benefit both the resident and the company.
- Reliable and Professional: Maintains a high level of professionalism in all interactions and can be relied upon to follow through on commitments.

Desirable:

- Experience working within social housing, local government, or a similar environment where resident or customer interaction is a key component of the role.
- Knowledge of construction or maintenance processes and the potential impact these can have on residents.
- Familiarity with relevant legal and regulatory requirements related to resident communication and engagement.

Relevant Qualifications

Essential

- Full driving licence.

Desirable

- CSCS

Communication and Interpersonal Skills

Essential

- Excellent verbal and written communication skills, with the ability to interact effectively with residents from diverse backgrounds.
- Empathetic and Approachable: Able to build rapport and trust with residents, showing understanding and sensitivity to their concerns.

Desirable

- Experience in organising and facilitating community meetings or events.