

## JOB PROFILE

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| <b>Directorate:</b>                         | Housing and Wellbeing   |
| <b>Service Area:</b>                        | Landlord Services   |
| <b>Job Title:</b>                           | Resident Liaison Officer  |
| <b>Grade:</b>                               | D   |
| <b>Post Number:</b>                         | M502  |
| <b>Base/Location:</b>                       | Charnwood Borough Council Offices                               |
| <b>Responsible To:</b>                      | Resident Liaison Team Leader                                    |
| <b>Responsible For:</b>                     | No line management responsibility                               |
| <b>Key Relationships/<br/>Liaison with:</b> | Tenants, Leaseholders, Contractors, Colleagues, Elected Members |

### Job Purpose

- Deliver a high-quality caring and empathetic repairs and investment resident liaison function to support high levels of resident satisfaction.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

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| 1. | Pro-actively prevent, investigate, manage, and resolve, at the earliest possible point, issues raised, and complaints made by residents and their representatives, taking positive action, and providing timely and tailored updates and responses, and tracking cases and actions to a conclusion.   |
| 2. | Facilitate both the in-house and contracted delivery of repairs and investment works in tenants' homes through pro-active communications with stakeholders, and the provision of both generic correspondence and tailored support to residents requiring, expecting, receiving, or affected by works. |
| 3. | Support the mobilisation of outsourced repairs contracts, and generally the programming of works.   |
| 4. | Manage a complaints / issues caseload in a fast-paced environment independently in an organised and prioritised, way, producing professional tailored correspondence, and maintaining accurate records.   |
| 5. | Pro-actively support Team Leaders and Managers in the investigation and management of complaints, issues raised by residents, and complex cases, the  |

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|   | production of responses, and the completion of follow-on actions.   |
| 6.  | Identify and manage customer expectations in a customer focussed way, provide support to customers where appropriate, and be creative in finding tailored solutions to issues and complaints. |
| 7.  | To obtain customer feedback and support the identification and sharing of emerging issues and lessons learnt from complaints and other sources of insight.                                    |
| 8.  | The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.   |
| 9.  | Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.                               |
| The nature of the work may involve the jobholder carrying out work outside of normal working hours. |   |

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10<sup>th</sup> September 2012. Therefore, **a DBS enhanced check (without a barred list check) is an essential requirement.**

**Prepared by:** Director of Housing and Wellbeing

**Date:** October 2023

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|   | Essential                        | Desirable              |
|---|----------------------------------|------------------------|
| <b><u>Qualifications</u></b><br><br>GCSEs or equivalent in Maths and English<br><br>Experience of working in social housing.<br><br>Working knowledge of health and safety issues in construction, particularly in respect of vulnerable householders.<br><br><b>Or</b><br>Demonstrable experience identified within the section below.   | ✓<br><br><br><br><br>            | <br><br><br>✓<br><br>✓ |
| <b><u>Experience</u></b><br><br>Experience of working with the public (including those that are vulnerable) in challenging and sensitive situations and investigating and responding to issues raised and / or complaints in a positive, empathetic, caring, and professional way.<br><br>Analytical skills sufficient to obtain and consider data from a range of sources to draw conclusions, and ability to find and implement creative and tailored solutions to problems and issues.<br><br>Ability to work with minimum supervision in a fast-paced environment, with organisational skills sufficient to support the organisation and delivery of works in tenants' homes and manage a complex caseload effectively.<br><br>Computer literate and able to use Word, Excel, and similar programmes in real time to output (for example) high quality public facing documents, and collate management and performance information. | ✓<br><br><br>✓<br><br>✓<br><br>✓ |                        |

|  | Essential                           | Desirable |
|--|-------------------------------------|-----------|
| <p><b><u>Skills / Knowledge</u></b></p> <p>The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.</p> <p>Excellent communication skills, including interpersonal and written, sufficient to engage with a range of individuals and their representatives including residents, Councillors, and managers, and produce high quality tailored and accurate complaints responses and records.</p>  | <p>✓</p> <p>✓</p>                   |           |
| <p><b><u>Interpersonal Skills</u></b></p> <p>Ability to work positively and collaboratively with repairs operatives, managers, contractors, and other stakeholders delivering repairs/improvement works, with the confidence to encourage others to work to within required time and quality expectations.</p>   | <p>✓</p>                            |           |
| <p><b><u>Other requirements</u></b></p> <p>An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.</p> <p>To be able on occasion to work outside normal office hours.</p> <p>The post holder must hold a driving licence and have access to a vehicle to undertake duties on site.</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> |           |

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