

**ROYAL BOROUGH OF GREENWICH**

**JOB DESCRIPTION**

<b>DEPARTMENT</b>	Repairs and Investment	<b>POSTHOLDER</b> NA
<b>SECTION</b>	Housing and Safer Communities	<b>GRADE</b> SO2
<b>POST DESIGNATION (TITLE)</b>	Resident Liaison Officer	

Purpose of Job:

To be responsible to the Customer Experience Manager for:

- i) Developing relationships with individual clients and client groups to ensure that maintenance works undertaken by the Strategic Asset Management team are delivered efficiently, with a strong focus on resident satisfaction.
- ii) Establishing effective communication channels with residents and stakeholders, addressing concerns promptly, and ensuring that the standard of work meets contractual and quality requirements.
- iii) Working collaboratively with residents, colleagues, contractors, and other relevant agencies, ensuring that the needs of residents are prioritised and addressed in a timely, professional manner.
- iv) Promoting the values of the Council, particularly in areas of customer care, health and safety, and equal opportunities.

Main Duties:

- 1) Build and maintain strong relationships with residents, resident groups, and housing area staff. Ensure their concerns and queries, particularly regarding outstanding maintenance work, are promptly addressed and prioritised by the Strategic Asset Management team.
- 2) Work with residents, contractors, and community groups to ensure that projects contribute positively to the local community beyond the immediate scope of the works, such as by offering apprenticeships, using local suppliers, or improving public spaces.
- 3) Coordinate and implement comprehensive engagement plans for projects, utilising a variety of methods to engage residents and stakeholders. Prepare and present

reports, letters, newsletters, and other documentation to effectively convey information, resolve issues, and recommend solutions.

- 4) Ensure access for works is attained through a robust process of correspondence, communication, engagement, and the identification and resolution of any issues as much as possible. Keeping cases of 'no access' to an absolute minimum.
- 5) Implement a clear and efficient process for securing resident access for works. Coordinate with contractors and housing staff to ensure access is gained according to schedule and resolve any access issues promptly to avoid delays.
- 6) Maintain a detailed log of access issues and work proactively to reduce instances of 'no access' through targeted communication and engagement with residents.
- 7) Investigate and resolve complaints related to delays, poor workmanship, or other issues. Work closely with line managers, contractors, and resident liaison staff to implement corrective actions and bring to appropriate outcomes.
- 8) Comply with health and safety legislation, including the Health and Safety at Work Act 1974, and the Council's Health and Safety policies. Promote safe working practices among all staff and contractors and address any health and safety concerns that arise during project delivery.
- 9) Engage in one-to-one Performance Development Conversation/Appraisals and contribute to the identification of your own and team development needs. Support and actively promote the Council's Equal Opportunity Policy and Diversity Strategy, ensuring non-discriminatory practices are observed.
- 10) Collaborate closely with colleagues in other teams and contractors to ensure effective communication, supervision, and delivery of projects. Manage timelines, appointments, and work collaboratively to ensure that all work is completed according to specification, contract requirements, and achieving an excellent resident experience.
- 11) Work flexibly, including outside of core hours, when necessary, to meet service requirements. Provide emergency cover and attend to resident consultations, representation tasks, and other urgent matters.
- 12) Utilise computerised systems to manage and update information, ensuring accurate and timely data entry. Maintain comprehensive records and generate statistical and management reports as required.
- 13) Organise, attend, and chair regular Resident Liaison Meetings with contractors, staff, and residents. Promote a partnership approach to service delivery and ensure that the needs and concerns of residents are fully addressed.
- 14) Attend resident and housing area meetings to gather feedback on service delivery, identify areas for improvement, and ensure the resident satisfaction survey process operates effectively. Analyse feedback to enhance future service delivery.
- 15) Conduct investigations and prepare written responses for complaints arising during work operations. Work jointly with colleagues and contractors to achieve satisfactory outcomes for residents and escalate issues where necessary.
- 16) Ensure that the views and specific needs of all vulnerable residents are represented throughout the consultation process and the delivery of projects. Address any special requirements to ensure these residents receive appropriate consideration.

- 17) Investigate and resolve technical issues, such as flooding, service failures, and access refusals, that arise during project execution. Collaborate with colleagues and contractors to ensure safe and efficient resolution of these matters.
- 18) Investigate claims of loss or damage to residents' property and coordinate with the Deputy Head of Strategic Asset Management to manage and process compensation claims where appropriate.
- 19) Identify the need for complex case procedure in cases where technical, health, or social reasons require it. Ensure that project timelines are not delayed and that resident needs are appropriately addressed.
- 20) Undertake any other duties that may be required, consistent with the level and responsibilities of the post, particularly in the absence of supervising officers.
- 21) To undertake any other work appropriate to the level and general nature of the post's duties.
- 22) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 23) Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 24) Perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 25) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

**Designation of the Post to which the postholder normally reports to:** Customer Experience Manager

## Person Specification

<b>Job Title</b>	Resident Liaison Officer
<b>Grade</b>	SO2
<b>Service/Section</b>	Repairs and Investment
<b>Directorate</b>	Housing and Safer Communities

**Shortlisting Criteria:** Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>Knowledge of building refurbishment programmes and contract processes, including health and safety regulations.</li> </ul>	D
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>Ability to effectively communicate with a range of stakeholders both verbally and in writing. This includes de-escalation and having challenging conversations.</li> </ul>	E
<ul style="list-style-type: none"> <li>Ability to effectively arrange and attend meetings including drafting invites, update notices and minute taking. Must be willing to attend meetings outside standard hours.</li> </ul>	E
<ul style="list-style-type: none"> <li>Ability to undertake pre-condition surveys and inspections, undertake basic building related investigation prepare reports and recommendations for action.</li> </ul>	D
<ul style="list-style-type: none"> <li>Planning for and supporting vulnerable individuals/households through the process of major works.</li> </ul>	D
<ul style="list-style-type: none"> <li>Responding to and overseeing a contractor's response to damage claims or complaints and keeping of appropriate records.</li> </ul>	D
<ul style="list-style-type: none"> <li>Ability to work effectively and collaboratively with colleagues at various levels, contractors, and particularly with residents.</li> </ul>	D
<ul style="list-style-type: none"> <li>Practical experience of using IT systems and packages as an operational and record keeping tool.</li> </ul>	E

Experience	
<ul style="list-style-type: none"> <li>• Proven experience in handling complex situations involving members of the public.</li> <li>• Significant experience in a customer-focused role with a high volume of interaction.</li> </ul>	<p>E</p> <p>E</p>
Equal Opportunities	
<p>Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.</p> <p>Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.</p>	<p>E</p> <p>E</p>