

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT	Housing and Safer Communities	POSTHOLDER
SECTION	Repairs and Investment	GRADE SO2
POST DESIGNATION (TITLE)	Resident Safety Liaison Officer	

Purpose of Job:

To be responsible to Safety Project Manager for: Establishing and maintaining essential and useful engagement with all residents, including leaseholders and potentially their tenants related to the safety of their homes.

Manages up to 0 directly managed staff.

Manages up to 6 indirectly managed consultancy/contracting staff.

Main Duties:

- 1) To establish close working ties with residents, staff and stakeholders to provide a conduit for genuine two-way engagement in any matter relating to the safety of the residents' home.
- 2) To provide advice and guidance to colleagues on residents' view on the safety of their home, following up on specific concerns to ensure that they are being acted on and responded to.
- 3) To help deliver HSCs Resident engagement strategies for its High Rise/High Risk Buildings as well as its wider engagement strategy.
- 4) In conjunction with colleagues and stakeholders, to maintain an overview of the running of the liaison function ensuring resident queries, problems and complaints are handled speedily and effectively. To promote a customer care attitude within the Repairs and Investment Team and ensure senior management, first line supervisors and operatives give a high priority to resolving client concerns.
- 5) To support the Building Safety Project Manager in maintaining and promoting effective relationships with residents and all stakeholders as required. To attend meetings and engagement sessions as required to obtain residents' views of the service provided and make the Building Safety Project Manager of areas for improvement. Meetings may take place during normal working hours as well as during evenings and weekends.

- 6) To understand and apply contract requirements and obligations in relation to the range of services provided and the necessary time responses for completion of work. On behalf of Residents or Client officers, and in liaison with line managers, to arrange appointments in accordance with established priorities, when required.
- 7) To facilitate the progressing of work orders and, as necessary, examine reasons for delays and advise Residents or Client Officers accordingly.
- 8) To support the work of the Landlord Compliance function by helping to facilitate access to homes for servicing, testing, repairs and maintenance activities as required.
- 9) To undertake particular tasks or projects, as directed, and undertake any work commensurate with the level of the post.
- 10) To undertake any other duties that may be required that are commensurate with the level and responsibilities of the post and, in the absence of the supervising officer, to deal with matters arising coming under the scope of the post.
- 11) To ensure that all work is carried out in accordance with Health and Safety legislation and any other statutory regulations relating to safety, health and welfare. To carry out duties with due regard to the Council's Equal Opportunities policies and Quality Assurance procedures.
- 12) To use, supervise and update the use of computerised systems ensuring that the preparation and input of data is in accordance with agreed procedures.
- 13) This post does not require a DBS.

Designation of the post to which the post holder normally reports to:
Safety Project Manager

Person Specification

Job Title	Resident Safety Liaison Officer
Grade	SO2
Service/Section	Strategic
Directorate	Housing & Safer Communities

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

Criteria	Essential/ Desirable
Knowledge	
A good understanding of the requirements of resident engagement including best practice and compliance legislation.	E
Skills and Abilities	
The ability to communicate effectively both orally and in writing with residents, contractors, colleagues, and stakeholders across the organisation, including through the use of presentations, surveys, and other communication forms.	E
The ability to effectively arrange and attend meetings, including drafting invites, update notices, and taking minutes, with a willingness to attend meetings outside standard hours.	E
The ability to respond to complaints and concerns, liaising with colleagues and stakeholders to speedily and effectively resolve resident issues.	E
An understanding of and commitment to 'no access' processes.	D
Understanding of Health & Safety legislation as they relate to staff and service provision, in accordance with Council policy on Health & Safety.	D
Knowledge and practical experience of using IT as an operational, analytical, and management tool.	D
Experience	
Substantial experience of communicating and Liaising with members of the public including residents, leaseholders and contractors.	E
Demonstratable experience working as a RLO within the Housing industry or similar.	E

Qualifications	
GCSEs (or equivalent) in English and Maths.	E
A Level 2 or 3 Diploma in Customer Service or a related field.	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	D
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	D