

## Apprentice Resident Liaison Officer

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Company: EQUANS

Location: Basingstoke

Category: business-and-financial-operations

**EQUANS is looking for an Apprentice Resident Liaison Officer to join our team in Silchester Estate, Shalfleet Drive, London. This is an Apprentice role working full time hours per week. On offer is a salary of £17, £21, depending on skills and experience.**

What will you deliver?

The role of the Resident Liaison Officer is a vital one. For many tenants you will be the first person they meet from Equans. Through your words, action and commitment to giving good service, an impression of the company will be formed in the minds of our customers that will directly reflect on our good name.

Assist with site set up

Develop effective working relationships with client representatives to reduce duplication and ensure consistency of information and approach

Visit each tenant prior to work commencing to introduce Equans and communicate the scope of works. Give tenants contact numbers and a pack detailing the full TLO process

Establish tenants individual requirements by carrying out an initial tenant profile, documenting any points discussed and tailoring individual communication plans accordingly. Work with site staff to implement effective practices

Carry out a property condition survey and appliance survey with photographs where necessary with the tenant before works start in the property

What can we offer you?

On offer is a salary of £17, £21, and benefits package, which includes;  
24 days annual leave(+ public holidays)

Life Cover equivalent to 1.5 times annual salary

Employee discount shopping schemes on major brands and retailers

Gym membership discounts

Cycle to work scheme

Holiday purchase scheme

2 corporate social responsibility days per year

Broad range of learning opportunities, such as professional qualifications,  
collective/individual training, and personalized support programmes

Attractive Employee Referral Rewards Scheme

Access to our growing employee networks including WiE (Women in EQUANS), RISE  
(BAME), LGBTQI+, Working Parents, YPN (Young Persons Network) and our Disability  
Network

24/7 Employee Assistance Program and access to mental wellbeing app

Who are we looking for?

First rate communication skills

Good at developing relationships

Ability to work remotely as well as part of a team

Able to work to deadlines

Computer literate in MS office

Basic understanding of construction in social housing

Report writing

Driving license is preferred

Who are we?

EQUANS is a world leader in energy services with nearly 100,000 employees working in more than 50 countries, with an annual turnover of over 17 billion euros.

In the UK & Ireland, EQUANS is a provider of technical, FM, regeneration and energy services with specialist capabilities in smart buildings, green mobility, district & embedded energy and decentralised renewables.

EQUANS UK & Ireland employees combine these activities to help businesses, public sector organisations and government to embrace the energy transition towards net zero, and also the digital & industrial transitions that are redesigning the way we move, work and live.

EQUANS is a Bouygues group company.

Whats next?

If this role is of interest to you, please click below to register, apply, and track your progress! A member of our Resourcing Team will review your application and be in touch.

At Equans we are committed to delivering a culture where everyone's voice is heard and supported. We know the value a diverse workforce creates, delivering better results for our people, customers, and stakeholders. Diversity and inclusion is at the core of what we do, should you join Equans you'll find a welcoming and open workplace where you're supported and encouraged to be your true self at work. You'll also have access to our growing employee networks including WiE (Women in Equans), RISE (BAME), LGBTQI+, Working Parents, YPN (Young Professionals Network) and our Disability Network.

For this role, you must have evidence of the right to work in the UK. Unfortunately, we are not able to offer a re-location package with this job role. Certain roles may require applicants to undergo a Disclosure check, as noted in the role requirements.

The EQUANS Resourcing Team supports this job advert. Agency involvement is not required. All related enquiries must come to the resourcing team not direct to EQUANS Managers.

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