United Kingdom Jobs Expertini®

Resident Liaison Officer

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Company: ARC Group

Location: Downham

Category: management

Vacancy Summary

Job Title: Resident Liaison Officer

Job Type: Permanent

Location: Kings Lynn

Start Date: ASAP

Salary: £27,000

Company & Project:

Main Contractor and specialises in the following capacities: all forms of Roofing, External and Internal Refurbishment and Response Maintenance and has built up a sound reputation working for Registered Social Housing providers and Local Authorities giving personal, friendly, professional advice, are looking for a responsive Resident Liaison Officer to join their team working in Tunbridge Wells and the surrounding area. The RLO is required to fully liaise between the Client, Site Project Team & Residents verbally and in writing to progress required works with minimum disruption to residents while endeavouring to maintain steady workflow for Subcontractors. The RLO will be Site-based and may be required to fulfil duties concurrently on more than one Site as required. This is a full-time permanent role.

Duties & Responsibilities of a Resident Liaison Officer:

To ensure and maintain the resident liaison daily diary, record any incidents, and record all appointments.

Understand the works, programme and scope of works.

Provide site reports and updates for client and site management.

Prepare and distribute all communications to residents.

Establish a resident's charter, maintain files, keep a log of complaints and any query's that would come in.

Compile, devise and implement procedures and administration to compliment your role.

Be available for residents' meetings, and meetings with the client as and when.

Site meetings

Housing officers, estate developments or joint management board meetings.

Carry out pre visits to each neighbouring resident to explain the planned works and assist them in understanding the process.

Letter process for the neighbouring property's explaining all works.

Regular checks on residents throughout the day and the end of the working day

Any claims, compensation and complaints are dealt within a time scale and with care.

Desirable Experience & Qualification of a Quantity surveyor:

Excellent communication skills, both written and verbally

Customer care or sales background

Able to work on own initiative and devise system to suit role.

Ability to work as part of a team.

Willingness to work outside in a construction environment.

Appreciation of site operatives

To work/Liaise with local schools, community leaders, youth workers and police.

Application Process: If you would like more information on this position or any other

vacancy, please email your current CV through where it will be reviewed and you will be

contacted if your CV is of interest.

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