

Resident Liaison Officer

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Company: Fawkes & Reece London

Location: Greenwich

Category: management

Resident Liaison Officer

Based in South East London - must be comfortable with travel

Permanent, Full time

40 hour week

Salary upto £35k plus car allowance £40k all in

MUST HAVE FULL UK DRIVING LICENCE & OWN VEHICLE.

Fawkes & Reece are working with a large social housing contractor in recruiting of a Resident/Customer Liaison Officer for their sites in South East London.

As Customer Liaison Officer you are responsible for acting as the company's representation to our clients and their residents, providing effective and efficient communication between the client, residents and our internal project teams. The Customer Liaison Officer will be responsible for building and maintaining strong relationships between the company and its clients by being open, honest, and transparent.

Expected Outcome:

The lives of our clients' residents (our customers) are improved by your support on delivering the actions driven by the Customer Service Strategy and Employee Engagement Plan across all branches.

Achievable Through:

Developing and managing relationships with internal stakeholders predominantly, including your colleagues, Customer Service Champions, Comms Coordinator for a co-ordinated and team approach

Contribute to, and execute, tasks driven through the action plans in a supportive role

Manage the timely delivery of the actions against timescales

Capturing employee feedback to improve opportunities and service

Understanding of the value of delivering great service and how this can support our

business, through bids, storytelling, communications Please could you apply to be considered for this excellent opportunity, or contact Destinee John at the Fawkes & Reece office for more information.

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