

## Resident Liaison Officer

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Company: Panoramic Associates

Location: Ipswich

Category: other-general

Panoramic Associates is currently recruiting a Resident Liaison Officer situated within the Investment and Compliance Department. You'll play a pivotal role in the daily management of programme and project administration tasks, including coordinating resident liaison activities.

Job Title: Resident Liaison Officer

Location: Colchester (Once a week)

Salary up to £30k per annum

Duties and Responsibilities:

- \* Act as the primary point of contact for residents, addressing inquiries, concerns, and requests promptly and effectively.
- \* Coordinate and facilitate communication between residents and relevant departments within the organization.
- \* Provide support and guidance to residents on housing-related matters, including tenancy agreements, repairs, and community resources.

\* Conduct regular outreach to ensure resident satisfaction and gather feedback for continuous improvement.

\* Set up, undertake, and manage the customer/resident liaison across multiple programmes/projects.

\* Attend customer/resident Liaison meetings either face to face or digitally to ensure a high-performing customer-centric service is delivered.

#### Knowledge & Experience:

\* Previous experience in a customer service or resident support role, preferably within the social housing sector.

\* Excellent communication skills, both verbal and written, with the ability to empathize and build rapport with diverse audiences.

\* Strong organizational and problem-solving abilities, with a proactive approach to addressing resident needs.

\* Experience managing customer complaints.

If you have a keen eye for detail and a passion for social housing, please get in touch with Narinder Kaur at (phone number removed) to arrange an informal interview.

If this isn't quite right for you but you know someone who may be suited, please do pass on my details to them.

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