

## Resident Liaison Officer

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Company: Eden Brown

Location: Lambeth

Category: other-general

Resident Liaison Officer

\*6 months +\*

\*South London\*

\*£25 - 30 per hour\*

Are you an experienced Resident Liaison Officer / RLO who is looking for a new role? An exciting opportunity is available to work for a Housing Association, working across projects based in Brixton and Clapham.

The role:

Manage and develop key relationships between the associations, customers and contractors in the delivery of key works within Development, ensuring customers are engaged and their views are incorporated as new homes are developed and repaired. Use established relationships and experience to quickly resolve defects with customers. Ensure all works are completed and all complaints and requests are actioned effectively to deliver value for money. Coordinate access to customer's homes

## Key Skills and Experience:

Working with customer groups, panels or other agencies to develop best practice ideally within Residential Social Landlords.

Able to communicate, influence and negotiate effectively with internal and external stakeholders.

Proven track record of managing projects.

Good attention to detail and accurate recording for audit purposes.

Ability to work under pressure and deadlines.

Experience as an RLO or working in a regeneration / housing capacity with the above experience

Drivers licence required

Please apply with an updated CV

Eden Brown is committed to equality in the workplace and is an equal opportunity employer. Eden Brown is acting as an Employment Business in relation to this vacancy.

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