

## Resident Liaison Officer

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Company: United Living

Location: London

Category: construction-and-extraction

### Company Description

United Living is a leading infrastructure, construction, and property services company in the UK. We help our customers and the communities they serve benefit from resilient infrastructure, affordable homes, and improved living spaces that are fit for the future. Our mission is to be the partner and employer of choice for designing, building, maintaining, and connecting communities and critical infrastructure, to create a more sustainable and inclusive society.

United Living Group is comprised of four complementary businesses, all dedicated to realising our vision of creating a connected, sustainable future:

**Property Services** – We revitalise homes and communities through the regeneration of living spaces, breathing new life into neighbourhoods. From delivering large programmes of work for social housing providers, to ensuring the highest building safety standards, we provide a range of services for public sector clients.

**Infrastructure Services** – Our team of infrastructure specialists design, build and maintain critical energy and water infrastructure, for the UK's largest network owners and operators. The work we do supports the requirement for effective solutions to address the UK's decarbonisation goals, and our processes minimise environmental and carbon impacts,

whilst ensuring the safe and reliable operation of assets.

New Homes - As experienced and specialist new build housing contractors, we create homes and regenerate areas with communities in mind. We work collaboratively with registered partners, local authorities, and private developers to provide high quality, energy efficient, and sustainable homes for people to live and grow.

Connected - We connect people through fixed-line and wireless telecom infrastructure, ensuring seamless communication and access to information for all. At United Living, we have one of the largest specialist in-house teams for project management, acquisition, design, construction, and maintenance in the UK.

## Job Description

As a vital member of our team covering the East London area, you will make a genuine difference to the lives of the people we work with, and can seize the opportunity to develop your career in property services.

As an experienced Resident Liaison Officer you will be a visible point of contact for customers, engaging through newsletters, meetings, visits and open days.

You will ensure residents are aware of the works processes and communicate updates / changes accordingly. In addition you will coordinate handover of keys to site teams and provide a high standard of customer aftercare, ensuring works are completed satisfactorily and managing expectations between residents, the client and our operations teams.

With the confidence to manage sometimes difficult situations, as Resident Liaison Officer you will be a naturally excellent communicator who can work collaboratively with a range of stakeholders.

We are ideally looking for somebody who has worked for a Contractor or in a client-side resident liaison / community engagement role, preferably within planned / reactive maintenance or asset management.

You will be resilient under pressure and understand the need for discretion and respect in a public facing role.

## Qualifications

You must have a UK driving licence, and own your car.

If you are a Resident Liaison Officer seeking a dynamic and diverse work environment, we're offering:

Competitive salary and benefits package

Opportunities for career progression aligned with the company's growth

Immediate interview for qualified candidates

How to Apply:

If you are ready to be part of our expanding team and contribute to our success, apply today for immediate consideration. Join us on this exciting journey of growth and innovation!

As a business United Living prefer to hire directly and we will be in touch with our PSL Agencies if we require support. We do not accept speculative CVs from agencies. If speculative CVs are sent, no fee will be applicable.

## Additional Information

If you are a Resident Liaison Officer seeking a dynamic and diverse work environment, we're offering:

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