

## Resident Liaison Officer

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Company: Wates

Location: London

Category: other-general

We have an opportunity for a Resident Liaison Officer to join our Wates team within our Planned Maintenance division. You will be covering the London Borough of Haringey, delivering support to our residents on our social housing contracts. Key Accountabilities will include: Set up, undertake and manage the Tenant/Customer/Resident Liaison Service across multiple sites. Attend regular client representative and tenant meetings to ensure highest level of customer service is provided at all times. Ensure a consistent approach to customer care is adopted, Manage the Tenant's Complaints procedures as a point of escalation. Maintain and update the on-site Database to reflect on-going works. You must have a full UK driving licence with access to a vehicle. You will be an experienced RLO with proven track record of successfully managing the workload across planned maintenance programmes. As well as having a strong knowledge of internal and external programmes, you will be a strong communicator with excellent customer service and IT skills.

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