

## Resident Liaison Officer

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Company: Wates Group

Location: London

Category: business-and-financial-operations

### The Vacancy

**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.

### **Work for Wates**

Wates Group is one of the largest, and most successful family-owned private construction,

development, and property services companies in the UK. We are building a place to work where everyone belongs, by one small act of inclusion at a time. We celebrate difference and welcome diversity.

As a responsible and inclusive employer, we are committed to equality and are proud to have been recognised for this through a range of accolades including gold accreditation with Investors in People, we are also a Disability Confident employer. Being a family owned, business means we understand and value long term relationships.

The Wates Group are committed to three ambitious environmental targets for 2025: Zero Waste, and Zero Carbon, from our operations and Positive Nature Enhancement. Wates are pushing to take a leading role in reducing our industry's environmental impact.

### **Awards**

#### **BEST PROJECT**

Inside Housing Development Awards

#### **WINNER**

2022 Construction News Awards Winner

#### **GOLD AWARD**

Investors in People 2022

#### **GOLD AWARD**

Considerate Constructors Schemes (CCS) National Site Awards

#### **TOP 50 EMPLOYERS**

2022 Top 50 Employers for Women

#### **WINNER**

2022 Working Families Best Practice Awards

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