

## Resident Liaison Officer

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Company: Fawkes & Reece London

Location: Oxford

Category: construction-and-extraction

### Resident Liaison Officer/RLO

Searching for a Resident Liaison/Tenant Officer. This is a temporary contract requiring to start within the next couple of weeks.

#### Overall Purpose:

To manage the relationships between tenants / Clients / production teams and site management to achieve the project objectives.

Develop strategies with the involvement of Clients / Resident's Associations / residents, ensuring the projects objectives are met.

Ensure records are maintained and monitored to ensure any complaints or claims are dealt with speedily and satisfactory.

Produce reports to ensure that all tenant matters have been addressed until cleared.

Experience and Knowledge of working on void refurbishment housing modernisation's with a clear understanding of the public sector working environment.

Ensuring our clients / residents satisfaction objectives are met. Looking to continually improve our customer satisfaction ratings.

Managing the impact of the works on neighbouring residents, occupiers and users, at all times.

Administrator provides everything from basic levels of admin support, data entry, copying,

filing, making appointments, customer survey, dealing with phone calls etc. To more challenging tasks such as monitoring and interrogation of active works report and failure demand, maintaining other important records for all planned operations such as programmes and associated spreadsheets.

Expected to be able to think for themselves and be able to look for solutions to problems on their own in the first instance.

Familiar with IT software, such as Maximo, word, excel and outlook, with the ability to easily format documents to the required standards.

Will also assist the administrative duties of the Supervisors and Sector Manager, as well as the Quantity Surveyor, but will be guided through most tasks.

Skills and Experience:

**PREVIOUS SOCIAL HOUSING / FACILITIES MANAGEMENT IS ESSENTIAL FOR THE ROLE AND WILL ONLY BE CONSIDERED!**

Administration

Technical Excellence

Problem Solving

People Management

Interpersonal Skills

Communication Skills

Commercial/Financial Skills

Personal Drive

Integrity

Leadership

UK Driving Licence

Knowledge Required:

Experience of working with Local Authority housing tenants & residents in multi-ethnic communities during works programmes.

Will probably have 5(+) years of the relevant experience, a number of those years being

spent in refurbishment projects

Should have experience working with multidisciplinary teams.

HOURS:

Start Time: 8am

Hours - 40 Hour Week

PAYE - £14 P/H - £18P/h

Next Steps:

If this seems like the role for you. Please get in touch and apply today at Fawkes & Reece London and speak to:

Victoria Mehmet

Fawkes & Reece is one of the UK's leading specialist construction recruitment consultancies. We provide staffing solutions within the construction industry on both a temporary and permanent basis, offering a consultative approach to our clients. By combining consistently high standards of delivery with strong enthusiasm and attention to detail, we have established a strong foothold in the construction industry as a leading consultancy.

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