

## Resident Liaison Officer - Staines

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Company: Velocity Recruitment

Location: Stanwell

Category: construction-and-extraction

Position: Resident Liaison Officer

Location Staines

Salary: £30,000k - £32,000 + Package

Job Description:

Resident Liaison Officer / Tenant Liaison Officer required for a leading social housing refurbishment contractor. You will be part of a team working on a framework in Staines, West London and report to the Site Manager.

Project:

The framework is a Retrofit for A2 Dominion and consists of EWI, IWI, Windows, Roofs and loft insulation on both street properties and low rise blocks.

Client:

My client has established itself as one of the largest and most successful providers of social housing refurbishment schemes. They have secured places on a number of the larger

frameworks in and around London and the South East. They pride themselves on staff retention and training and have a full order book.

What are the Role/Duties?

- \* Make initial contact with tenants
- \* Build customer confidence
- \* Explain all aspects of improvement work
- \* Identify Customer needs (working parents/shift patterns/health issues etc).
- \* Open forum client/management meeting.
- \* Book appointments with tenants
- \* Visit tenants with portfolio of relevant works and design briefs.
- \* Picture surveys
- \* Communicate with tenant throughout works programme
- \* Be the link between tenant and Site/Project Manager
- \* Administration/record keeping
- \* Daily line management meetings

Experience Required:

Previous experience as Resident Liaison Officer / Tenant Liaison Officer is essential. Basic all round IT knowledge is required and the successful candidate will have good communication, leadership and people skills.

My client is recognised as a place to build a career and there are outstanding opportunities to progress for the right candidate.

It is essential that candidates have a full driving licence

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