

## Resident Liaison Officer

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Company: Invision Group

Location: Tottenham

Category: construction-and-extraction

Resident Liaison Officer Required – North/East London – Up to £33,000 + Car Allowance + Package

I am currently representing a leading Construction company who operate throughout London and the Southeast region and turnover more than £50 million. My client specialises in social housing refurbishment projects up to the value of £30 million in partnership with local authorities. Currently, they are seeking to recruit a Resident Liaison Officer to be based on a major project in North London.

### Key Responsibilities:

- \* Provide an efficient, courteous, and professional service to all residents.
- \* Ensure written correspondence to residents is generated and distributed in line with the programme of works.
- \* Carry out choice events, consultation events and individual consultation with residents regarding future work.
- \* Carry out individual resident inductions to include – the RLO process, scope of works, monthly project newsletters, community events and more.

- \* Complete resident profiling and work with the site management team to implement effective working practices and discuss with the Client liaison representative when appropriate.

- \* Organise and provide support needs to residents, answering queries and when required respond to complaints and mediate them.

#### Key Responsibilities:

- \* A Full UK driving license and vehicle is essential for this position.

- \* Proficient in Microsoft software, especially excel (desirable not essential)

- \* Confident, organised, and self-motivated

- \* Socially competent with excellent interpersonal skills, especially communication skills

- \* Minimum 1.5 years' experience within a similar position.

#### What is in it for you?

- \* An all-in salary up to £33,000

- \* Car Allowance

- \* Contributory Pension Scheme

- \* Life Insurance

- \* A full annual leave entitlement

- \* Excellent Sick Pay and other related benefits

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