

United Kingdom Jobs Expertini®

Resident Liaison Officer

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Company: e.kundenservice Netz

Location: United Kingdom

Category: business-and-financial-operations

We need everyone's positive energy and innovative thinking to lead the energy transition to net zero. That's why we welcome applications from all backgrounds and experiences and have a range of flexible working options to suit everyone!

Resident Liaison Officer

Here's what you'll be doing

Within Green Funding Solutions, our remit is to investigate and secure external funding for 'green' solutions for our most vulnerable customers and households. This ranges from insulation, solar panels and heat pump programmes, through to innovative low carbon heating propositions and health care solutions. We are helping thousands of customers each year be safer, warmer, and have more affordable bills.

We have an exciting opportunity for a Resident Liaison Officer to join our team on a 12-month fixed-term contract basis. For this role, you will be responsible for the overall relationship management of projects – from Key Housing Association's, developers, site supervisors, to site managers, throughout the lifetime of a contract. This role is site-based nationwide, with a requirement to be working away from home Monday – Friday.

This is an exciting opportunity for an experienced professional to take the next step in their career and make a huge difference to one of the world's foremost energy suppliers.

Key responsibilities

Organise and arrange site visits when surveys / installs are being conducted by contractors.

Educate customers on project requirements and the customer journey / next steps of the

customer journey.

Understand and relay to residents' technical information around measures being delivered at their home.

Adhere to customer queries in general & highlighting any operational issues to the Operations & Readiness Manager.

Provide Site Managers reports / commentary on outcomes of site visits.

Coordination of key communication between internal and external stakeholders (including Housing Association's, Advice Centre).

Facilitate Coordination of general faults highlighted by the customer and feeding these into Housing Association / Contractor / Site Managers / Project Managers and arrange next steps and a robust solution.

Support the Advice Centre and Project Teams with information sharing, technical knowledge, and highlighting complaints to complaint management team with a site visit report.

Support customers to liaise with third parties such as Local Councils and Charities where appropriate.

What we need from you

Ability to manage and build effective and long last relationships with clients and residents when on site.

Experience of organising and prioritising heavy workloads.

Full UK driving licence with willingness to travel – company van provided.

Be able to turn complex queries into tangible outcomes.

Understand and can relay the complexity of projects to customers.

Site coordination planning, with some understanding of the construction industry.

Here's what you need to know

Our market-leading benefits package includes 26 days holiday + bank holidays, a generous pension scheme, life cover, bonus and the chance to choose from 20 flexible benefits with tax

and/or NI savings. In fact, our benefits package recently won the Personnel Today Reward, Recognition and Benefits Award 2022! As the only energy company to feature in The Inclusive Top 50 UK Employers (our current ranking is 8th) we've proven that we're committed to equal opportunities and actively promote a diverse and inclusive working environment, and fairness for everyone.

We realise the best people bring their energy at different times, so we're happy to talk flexible working and offer a range of flexible working options, including full time, part time and job share.

As a Disability Confident Employer we interview every disabled applicant who meet the minimum criteria for the role.

We've exciting opportunities for everyone to develop their talent at E.ON. Our open access, inclusive talent networks provide networking, learning and development for all, building your skills, qualifications, and capabilities throughout your career.

At a glance

Reference no.: 223728 Closing date: 08/03/2024 Salary: £30,432 - £42,087

Get in touch

About us

E.ON is a privately owned international energy company. Our 75,000 colleagues in 15 countries work daily towards the improvement of technical innovations and user-friendly customer solutions for the new energy world. We are the first large energy company to focus more heavily upon the energy of the future through our three business areas of energy networks, renewable energies and customer solutions.

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