

## Resident Liaison Officer

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Company: Surefire Management Services LTD

Location: Walsall

Category: construction-and-extraction

### About Us

Surefire Management Services is more than just an ordinary wall insulations company, it's pioneering the path to Net Zero homes. We combine expertise with innovation to deliver exceptional, fabric-first retrofits that minimize risk and maximize impact for social landlords and local authorities.

If you would like to join our collaborative spirit and be part of the future of sustainable housing, here is your chance.

### Purpose Statement

The role of the Resident Liaison Officer is to facilitate the smooth running of projects by building and maintaining positive relationships to ensure effective liaison between the residents, sub-contractors, client representatives.

### Duties & Responsibilities

As a Resident Liaison Officer, you will develop positive relationships with residents in order to provide information and support during external and internal upgrade works.

Duties include:

- \* Pre entry visits and company inductions
- \* Visiting tenants in their homes and to advise them on when and what work is being carried out
- \* Establish good working relationships with Watmos staff and area TMO's
- \* Act as the main point of contact and deal with any problems/queries that tenant may have
- \* Contacting neighborhood housing associations and establishing working relations with them
- \* Monitor customer complaints and resolve any potential issues
- \* Monitor customer satisfaction
- \* Providing support to the production team throughout the construction process including support during decanting and handover
- \* Communicate and maintain good relationships with the tenants and construction team
- \* In order to be suitable for this role, you must have previous experience working as a RLO on site, as well as having strong Communication, Organisation and Customer Service Skills
- \* Organise and attend residents' drop-in sessions. Some of these will be outside standard office hours
- \* A valid CSCS Card & First Aid Certificate would also be desirable.

## Safety

Understand the health, safety, environmental & associated legal requirements that are relevant to the work and ensure the team complies with these

Follow and actively promote issues regarding health, safety & the environment

## Dimensions of Role

Management Responsibility - No responsibility

Financial Responsibility - No responsibility

Physical Resource - No responsibility

## Working Relationships

Key external relationships will be across a number of stakeholders, but candidates should have experience of working within some or all of the following market sectors; local authorities, public sector, construction industry, new build sector, commercial heating and installation, care and housing associations.

In addition, strong team building, collaborative working, communication skills, and experience of working with external parties is essential.

## Skills, Knowledge & Expertise

- \* Able to communicate effectively with customers and other stakeholders.
- \* Able to deal with challenging or difficult situations effectively
- \* Able to prioritise and organise workload to meet deadlines and objectives.
- \* Able to work collaboratively with colleagues and others to meet strategic aims
- \* Able to prioritise, organise and manage diverse workloads

- \* Knowledge of word processing and database computer programmes
- \* Experience in a customer service/housing or related service delivery area
- \* Reception or telephone service experience
- \* Administrative, clerical or I.T. experience
- \* Good general level of education to GCSE standard
- \* Relevant professional or vocational supplementary qualification
- \* Full driving license or the ability to use transport for work purposes
- \* Flexible and open to change
- \* Professional and customer orientated approach
- \* Effective team worker
- \* Committed to inclusion, equality and diversity
- \* Aligned to the aims and values of the Company
- \* Committed to Personal and Professional Development Proactive and committed to continuous improvement in service delivery

#### Other Details

Job Type - Fixed Term Contract (3 months with potential for extension to suitable candidates)

Job Location - Walsall (WS2 / WS3)

Functional Area - Operations

Reporting To - Head of Customer Experience

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