

## Resident Liaison Officer

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Company: Caledonian Recruitment Group Ltd

Location: Wandsworth

Category: construction-and-extraction

Caledonian Construction are working with an established contractor to recruit a Resident Liaison Officer for their contract in Wandsworth.

£14.66 p/h - Wandsworth - 7.5 hours per day

As a Resident Liaison Officer (RLO), you'll be the go-to person for residents, keeping them informed and engaged throughout the project. Imagine yourself as a bridge, ensuring smooth communication between residents and the construction team, ultimately leading to a successful project.

Here's what you'll do:

- \* Empower Residents with Knowledge: Clearly explain construction activities, addressing health and safety concerns and keeping residents informed every step of the way.

- \* Minimize Disruption, Maximize Satisfaction: Manage access arrangements to minimize disruption to daily routines and efficiently handle any complaints to maintain resident satisfaction.

- \* Build Trust and Address Needs: Liaise with resident representatives and carers, fostering positive relationships and addressing specific needs.

\* Continuously Improve: Collect and analyse resident feedback to identify areas for improvement and ensure top-notch service delivery.

\* Become the Reliable Source: Be the resident's trusted advisor, offering support and addressing any queries or concerns.

Are you the perfect fit?

\* Previous experience in a similar role, ideally within construction, is a plus.

\* You possess exceptional communication skills, making complex information clear and engaging for diverse audiences.

\* Building rapport with residents and collaborating effectively with the team comes naturally to you.

\* You're a problem-solving pro, tackling issues promptly and efficiently.

\* A keen eye for detail and strong organizational skills are key as you juggle multiple tasks.

\* Excellent written and spoken English are essential.

\* You're a computer whiz, familiar with Microsoft Word, email communication, and other relevant software.

Ready to be the champion for residents and the project? We look forward to hearing from you

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