

Senior Resident Liaison Officer

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Company: Vanbrugh Group Limited

Location: Lewisham

Category: construction-and-extraction

Vanbrugh Group are currently assisting one of our main contractor clients to recruit a Senior Resident Liaison Officer into their business.

The company are a leading and highly respected local authority refurbishment contractor operating in the South East London region. Following continued expansion and recent success in securing upwards of 10 years guaranteed work in South East London they are now looking to add to their Resident Liaison Team.

Working as a Senior Resident Liaison Officer for the company you will be the point of contact for residents whilst improvement and refurbishment work is being undertaken to their homes. The majority of the works are external packages and include; window repairs, roof repairs, brickwork, redecoration and balcony repairs etc. Communication is of paramount importance in this role, ensuring clear and efficient liaison between residents and the site construction teams.

To succeed in the role you will need to be highly motivated, organised and have a positive mindset. A background in customer service and resident liaison/ satisfaction would be a distinct advantage.

This is an extremely rewarding and challenging role and an opportunity to be working as part of a successful site team who support and guide each other whilst delivering projects in an

efficient manner.

Key Skills:

Must have working experience of a customer services environment, ideally with a housing association, construction or maintenance organisation.

Must have good experience of working autonomously in a busy environment and delivering to strict deadlines

Good organisational, scheduling and planning skills

Good interpersonal skills; must enjoy working with people on a personal level, and be approachable, tactful and diplomatic.

Good communication skills; must be able to communicate very confidently both verbally and in writing

Ability to work on your own initiative, and as part of a team

If you are interested in joining a business with excellent staff retention and an unrivalled track record in developing careers then please feel free to get in touch.

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