

Trainee Resident Liaison Officer

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Company: Howells Solutions Limited

Location: West London

Category: construction-and-extraction

Trainee Resident Liaison Officer / Customer Care Officer

West London

£24,000 - £26,000 inclusive of car allowance

Here at Howells, we are working with a leading Social Housing contractor to recruit a trainee Resident Liaison Officer to join their team in West London. Driving license is essential for this role.

You will be part of a team who carry out planned refurbishment works within Social Housing properties. You will shadow an experienced RLO learning on the job, acting as the face of the business and the customer service expert and point of liaison between tenants and site teams.

Our client is looking for a candidate with great customer service skills and will consider candidates outside of the construction industry for this role.

Main Responsibilities/Duties Include:

Be able to work in a fast paced demanding role with constant collaboration with key stakeholders, clients, councils, housing agents, suppliers and trades

Liaise with site management staff to enable the flow of information between all parties

Where appropriate, consult with resident representatives and groups, arranging meetings to communicate the programme, get feedback and discuss any other locally significant issues

Arrange appointment for surveys and works

Previous Experience and Qualifications:

Previous customer service experience

Excellent organisational skills

Excellent communication skills

Ability to work to tight deadlines

Ability to work remotely as well as part of a team

Professional attitude and approach to work

Ability to competently operate MS office (Word & Excel)

Current and Valid UK driving license

Self-starter and highly motivated

For more info please apply online or call Lucy on (phone number removed)!

Howells is acting as an Employment Agency in relation to this vacancy

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