

## Resident Liaison Officer

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

## You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open, and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

## The role

To provide Resident Liaison service across the Capital Investment Directorate programmes of work, as allocated.

Co-ordinate resident engagement activities in a holistic way with wider teams, areas of works within the capital investment team.

Plan and organise residents support around agreed work packages and ensure that our residents receive good quality, good value services and achieving satisfactory resident outcomes.

Be the central contact point for our residents and deal with complaints and analyse customer satisfaction and feedback.

Liaise with residents in the shaping of services and identifying requirements.

## The location

You'll be based at one of our main offices in either Farringdon, Croydon, or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

## What you'll be doing:

- To be the primary point of contact for residents having work carried out to their home, estate or communal area attending pre-work surveys as required.
- To organise, deliver and attend programmes of resident liaison/meetings where there is a need to consult residents on investment issues. This may involve supporting other teams or departments.
- Regularly visit site, open properties, and ensure residents are kept fully informed of what work will be taking place and when through effective communication mediums.
- Preparation and delivery of pre-works information for residents.
- To encourage and support involvement and development of residents in new and existing working parties, forums, and focus groups. This is to cover all aspects of capital investment including contract, service/standard development meetings.
- Assist with health & safety spot checks.
- To manage capital investment complaints, working with the customer experience team through the complaints process, receiving, taking ownership and providing written responses, follow up visits and investigations as required. To continuously identify ways of delivering the service in a more efficient and effective way.
- Analyse and report on deficiencies and trends in the customer satisfaction collections, leaseholder consultation observations, general enquiries, complaints and compliments to identify improvement needs.
- Prepare and present KPI and any other data/reports. Attend progress and Core group meetings as and when needed.
- Accurately record and acknowledge all customer contacts, complaint details, actions and learning points on CRM/CD.
- Promote and encourage customers to verify and self-serve on our customer portals.
- Maintain communication to the highest possible standards of customer care with residents and supply chain.

## What you'll need:

### Knowledge/Experience

- Previous experience of working in a Property/Asset Management function.
- Experience of facilitation of resident involvement forums and focus groups.
- Good communication and interpersonal skills with ability to build and sustain effective relationships with key stakeholders.
- Knowledge and experience of key factors and methods required to sustain, promote, and ensure effective resident involvement, and consultation.
- Experience of providing a customer-focused, high-quality service.

### Skills

- Excellent communication skills, ability to communicate clearly and effectively both orally and in written reports.
- Ability to use the appropriate IT tools to produce reports, documents, emails, including using Excel and Word to compile reports for different audiences.
- Can communicate answers and solutions confidently to customers/colleagues', face to face, by phone and by writing in customer friendly language.
- Solution focused, ability to create innovative solutions.

- Strong negotiating and influencing skills, be persuasive and diplomatic while remaining independent.
- Organised and methodical approach to work
- Meets targets and deadlines, showing persistence and determination when setbacks occur.
- Works with others within and outside the department to achieve results.

## **Abilities**

- Able to give/receive feedback in a constructive manner.
- Can empathise with customers and listen carefully.
- Able to analyse data to identify trends and priorities.
- Able to work with minimal supervision and confident using own initiative.
- Able to manage the workload of staff and prioritise tasks.
- Self-motivated with high energy and enthusiasm
- Pragmatic, creative approach to problem solving, can quickly identify and evaluate problems to reach a solution.
- Able to manage a flexible and demanding workload to meet agreed targets and deadlines.
- Decisive and can distinguish when to be flexible and when to be firm.
- Ability to develop and deliver new ideas and initiatives. Adopt an innovative and creative approach to issues.
- Ability to undertake site visits, which may include working at heights/use of ladders etc.
- Ability to establish appropriate working relationships with the contractors and other staff.
- Motivate others to deliver an excellent service.
- Understanding principles and practice of equality and customer care in delivering effective services. Commitment to providing a high-quality service to all customers.
- Have good judgement, to decide when to insist on corrections, when to persuade or negotiate, and when to compromise.
- Able to carry out audits and present findings.
- Understands health and safety requirements and their practical application in the workplace and our residents' homes.