

JOB PROFILE

JOB DESCRIPTION

JOB TITLE:	Resident Liaison Officer
GRADE:	D
SERVICE:	Landlord Services
BASE/LOCATION:	Southfield Road Offices, Loughborough - Agile Working
POST NUMBER:	M502
RESPONSIBLE FOR:	No line management responsibility.

JOB PURPOSE

Deliver a high-quality caring and empathetic repairs and investment resident liaison function to support high levels of resident satisfaction.

ROLE SPECIFIC DUTIES & RESPONSIBILITIES

- Pro-actively prevent, investigate, manage, and resolve, at the earliest possible point, issues raised, and complaints made by residents and their representatives, taking positive action, and providing timely and tailored updates and responses, and tracking cases and actions to a conclusion.
- Facilitate both the in-house and contracted delivery of repairs and investment works in tenants' homes through pro-active communications with stakeholders, and the provision of both generic correspondence and tailored support to residents requiring, expecting, receiving, or affected by works.
- Support the mobilisation of outsourced repairs contracts, and generally the programming of works.
- Manage a complaints / issues caseload in a fast-paced environment independently in an organised and prioritised, way, producing professional tailored correspondence, and maintaining accurate records.
- Pro-actively support Team Leaders and Managers in the investigation and management of complaints, issues raised by residents, and complex cases, the production of responses, and the completion of follow-on actions.
- Identify and manage customer expectations in a customer focussed way, provide support to customers where appropriate, and be creative in finding tailored solutions to issues and complaints.
- To obtain customer feedback and support the identification and sharing of emerging issues and lessons learnt from complaints and other sources of insight.

CORE REQUIREMENTS

- Champions the Vision and Values of Charnwood Borough Council and works with members and staff from across the organisation in the best interests of the residents of the borough and the Council.
- Maintains effective and productive working relationships with colleagues, contractors, and external partners.
- Is committed to delivering appropriate services to all service users, inclusively and without discrimination.
- Works safely and in accordance with risk assessments and the Council's Health and Safety Policy.
- Complies with the Council's safeguarding policies and processes.
- Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

SPECIAL FACTORS & CONDUCT

- This job profile sets out the principal duties associated with this post at the time it was drawn up but is not intended to constitute an exhaustive list.
- The postholder will be required to undertake duties and responsibilities as required that are commensurate with this role, and which may vary from time to time.
- A driving licence and access to a vehicle to travel throughout the borough.
- A satisfactory disclosure and barring check (Adults)

PERSON SPECIFICATION

QUALIFICATIONS

Essential

- GCSEs or equivalent in Maths and English **or** equivalent experience in the sections below.

Desirable

- Experience of working in social housing.
- Working knowledge of health and safety issues in construction, particularly in respect of vulnerable householders.

EXPERIENCE & SKILLS

Essential

- Experience of working with the public (including those that are vulnerable) in challenging and sensitive situations and investigating and responding to issues raised and / or complaints in a positive, empathetic, caring, and professional way.
- Analytical skills sufficient to obtain and consider data from a range of sources to draw conclusions, and ability to find and implement creative and tailored solutions to problems and issues.
- Excellent communication skills, including interpersonal and written, sufficient to engage with a range of individuals and their representatives including residents, Councillors, and managers, and produce high quality tailored and accurate complaints responses and records.
- Ability to work with minimum supervision in a fast-paced environment, with organisational skills sufficient to support the organisation and delivery of works in tenants' homes and manage a complex caseload effectively.
- Computer literate and able to use Word, Excel, and similar programmes in real time to output (for example) high quality public facing documents, and collate management and performance information.
- Ability to work positively and collaboratively with repairs operatives, managers, contractors, and other stakeholders delivering repairs/improvement works, with the confidence to encourage others to work to within required time and quality expectations.

OUR CULTURE FRAMEWORK

The culture framework supports the delivery of the council's vision, corporate strategy, and people strategy. It sets out what we expect from each other whilst at work and puts the corporate values at the heart of everything we do. The framework describes a set of characteristics, for each of the values. These characteristics are not designed to be comprehensive but do provide a clear and consistent sense of what is expected to deliver successful performance.

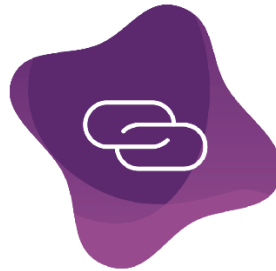
Our Values



Pride in Charnwood

We take pride in our work and our borough and are ambitious for the future.

- I am inspired by our customers and people around me
- I am accountable for my actions and decisions
- I understand our vision and my part in achieving it
- I am curious and open to ideas, change and transformation
- I am committed to developing myself and others
- I seek and give feedback, reflecting on my learning.



Working Together

We work together with pace and positivity as one council and in partnership with others.

- I build successful partnerships and relationships
- I contribute to a positive and outcome focussed working environment
- I value my wellbeing and the wellbeing of others
- I strive to create an inclusive workplace where diversity is respected and celebrated
- I work with, challenge and support others to achieve a common goal
- I communicate clearly in an inclusive, constructive, honest and empathetic way.



Customer Focused

We listen to our customers and are focused on delivering excellent services.

- I listen to customers and use feedback to improve service delivery
- I do my best and am positive
- I strive to find the best solution and look for new ways to do things better
- I work in an agile way, am flexible, efficient, accurate and safe
- I use data, knowledge and experience to inform my work
- I respond to others' needs, being fair and honest.

The way I work

- I seek to foster a positive health and wellbeing culture across the organisation
- I have a strong sense of purpose and work with others to deliver a collective vision
- I display confidence in my team's ability and positively recognise team success
- I ensure our Corporate Strategy and future plans are understood and achieved
- I set clear outcomes and constructively challenge until they are achieved.

Leading others

- I support and coach people to aspire to be the best they can be
- I encourage all teams to work, learn and deliver together
- I empower individuals and teams and trust their ability to deliver
- As a role model, I act with authenticity and integrity, earning the respect of others
- I seek and listen to different perspectives.

- I promote innovation and creativity to find solutions together
- I engage with our community to consider how we will meet their needs
- I use knowledge, insight and best practice to inform decision making
- I am willing to undertake a wide range of roles and support my team to do the same
- I look for digital solutions to improve efficiency and access to services.