

Job description and person specification



Job Title:	Resident Liaison Advisor
Level:	Team member
Spot salary:	£37,118
Team:	Planned Maintenance
Reporting line:	Investment Programme Manager
Financial scope:	None
DBS check required:	No

What is the purpose of my job?

As a Resident Liaison Advisor I will be responsible for ensuring that residents are informed of and engaged in the delivery of work programmes, and be a key point of contact throughout the lifespan of these works.

In my job I will:

Contribute to the development, implementation and continuous improvement of a resident liaison strategy and process which ensures that customers are consulted on, involved in and are at the centre of all aspects of service delivery when carrying out all work streams.

Deal with enquiries from customers around all aspects relating to proposed programmes of work, liaising with other staff, consultants, and contractors - as necessary - in providing an effective, timely response.

Help to develop and maintain a system which alerts staff and contractors to any special requirements of residents which need to be considered for communication or works planning purposes.

Prepare, despatch, and collect questionnaires relating to works at different stages of the process and analyse these to prepare reports for senior managers.

Facilitate customer consultation meetings, presentations, and exhibitions to enable planned maintenance staff, consultants, and contractors to provide information on proposed works and answer customer queries.

Liaise with individual customers and panels to review contractor liaison procedures, monitor whether communication is effective and whether customers' needs are being met and advocate and assist in the resolution of disputes between our customers and contractors

Promptly offer solutions and options to resolve resident problems and issues whenever they arise, balancing their needs against the constraints of the programme of works

Assist with arranging and providing quality handover inspections for all work programmes.

Work in partnership with Contractor Resident Liaison Officers to ensure an excellent customer service experience acting as an advocate and assisting in the resolution of disputes between our customers and contractors.

Organise and facilitate contractor meetings, including charring resident liaison meetings with site manager and resident liaison officer, and prepare and present reports at contractor progress meetings, identifying trends and record and implement learning outcomes.

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Liaise with colleagues and external agencies to arrange additional support for vulnerable residents and identify and report any 'at risk residents.

Liaise with property staff and consultants to prepare specific consultation documentation for individual projects.

Work closely with the leasehold team to ensure that the statutory consultation is carried out in good time using accurate information and that all leaseholders' queries are dealt with fully, correctly and promptly.

Commit to appropriate training and ongoing development such as required for my role.

Proactively make a positive contribution to the residents and the wider community with a commitment to a One Phoenix approach.

Focus on providing homes and services that meet the needs of residents.

Always positively promote the organisation, its aspirations and values.

Role model professional behaviours, influence and develop working relationships with colleagues to identify and implement service improvements.

Be familiar with and act at all times in compliance with Phoenix's values, policies, and procedures, and work within agreed budgets and financial controls.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

At all times behave professionally and in accordance with the Phoenix Code of Conduct

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with health and safety representatives to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description lists key responsibilities and is not exhaustive. It may be reviewed from time-to-time in consultation with my manager in accordance with the needs of the service.

Person Specification

Section	Criteria	
	Essential	Desirable
Experience, Knowledge, Understanding	<p>A focused collaborative approach to working within a team and a wider community.</p> <p>A positive approach to excellent customer service, care delivery and a commitment to quality.</p> <p>Experience of working in a customer focused environment dealing with customers from a variety of backgrounds.</p> <p>An understanding of what constitutes excellent customer care.</p> <p>An understanding of office and administrative procedures.</p> <p>A good understanding of property defects.</p>	<p>Experience and knowledge of working in the social housing sector.</p> <p>An understanding of matters relating to social housing.</p> <p>An understanding of contracts and knowledge of the major works process.</p>
Education and Qualifications	A Level or Equivalent	CITB Health and Safety test (CSCS card)
Skills	<p>Excellent customer care and inter-personal skills</p> <p>Problem solving skills.</p> <p>Strong IT skills.</p> <p>Excellent standard of oral and written communication</p> <p>Attention to detail.</p> <p>Experience of housing management/customer relationship management systems</p> <p>A well-organised and methodical approach to work.</p>	

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Section	Criteria	
	Essential	Desirable
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.	
Phoenix Strengths	Demonstrate commitment to the Phoenix Strengths: <ol style="list-style-type: none">1. Community2. Customer3. Consideration4. Collaboration	

*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.