JOB DESCRIPTION
Resident Liaison Officer

DIRECTORATE: Merlin Works
DEPARTMENT: Contracting Services
SALARY: £20,808
RESPONSIBLE TO: Contract Manager
RESPONSIBLE FOR: N/A

CONTACTS
All staff within Merlin Housing Society, tenants, leaseholders, tenant and resident groups, Councillors, members of the public, contractors, suppliers and service providers.

GENERAL DESCRIPTION
To liaise with Merlin Housing Society, residents, contractors & suppliers to assess and develop solutions for the Merlin Standard improvements to be implemented when residents have specific needs which require non standard implementation procedures.

To visit residents in their homes to discuss their specific circumstances and compile household profiles to assist in delivering works improvements with minimum disruption.

To assist the Merlin Works Management Team and Resident Liaison Supervisor in encouraging and developing tenant participation in all aspects of scheme design and delivery.

To be the first point of contact for residents who are experiencing difficulties with the implementation of works in their homes.

To be proactive in promoting resident participation in our services and where necessary, consult with residents on our service delivery and improvement programmes.
SPECIFIC DUTIES AND RESPONSIBILITIES
Assist Merlin Housing Asset Management Team (AMT) and Housing Management staff in producing a comprehensive database of Merlin Housing Society residents including details of disabilities, language issues etc.

To contact residents prior to Merlin Works, and our contractors, commencing surveys/works to ensure that residents are fully aware of all works due to be carried out, the timescales and staff and contractor contact details.

Ensure a high level of customer care is maintained with residents whose homes or external environments are being worked on. Liaise with site management teams and keep residents informed, offer advice and practical solutions for any issues that might arise.

Deliver Customer Care training to all site staff, operatives & sub contractors, and ensure all staff receives required Customer Care training via Inductions & Toolbox Talks.

To investigate and assist in the resolution of any stage one complaint by residents in connection with Merlin Works’ works programmes. If unable to resolve initially then to ensure that the Contract Manager is fully briefed on cases that will require their input for resolution.

To arrange and attend consultation events e.g. open Days & Resident Events in conjunction with Merlin Works supply partners and other Merlin Housing Society staff.

To provide administrative support to these processes including ensuring full DDA compliance with event venues, childcare arrangements, language, visual aids and recording all relevant information that will assist Merlin Housing Society and it’s partners in delivering our work programmes.

To ensure residents are issued with and taken through their Resident Information packs and that key information is explained in preparation for works.

Co-ordinate and implement support plans arising from any specific Impact Assessments for individuals and/or projects.

To ensure residents have been inducted in health & safety whilst works are carried out.

To ensure all communications with residents are available in languages other than English, should they be required.

To provide statistical information on customer satisfaction results as required by the Merlin Works Management Team.

To conduct regular liaison with residents before, during and after improvement works in their homes through correspondence, E Mail, telephone and personal visits.
To conduct and assist in evaluating resident satisfaction surveys on completion of works.

Ensure all customer service policies & procedures are adhered to and documented.

The implementation of innovative new ideas which enhance the service to the customer as well as actively support and respond positively to any new initiatives that are introduced.

Take responsibility for building and maintaining positive relationships between Merlin Works staff, the residents, sub-contractors and external clients and manage communications between the various groups ensuring that residents are provided with information relating to current and future works programmes.

Prepare documents for resident information and ensure residents receive agreed written and verbal notifications of the commencement of works and comprehensive literature and are aware of all relevant Health & Safety requirements.

**OTHER DUTIES**

- Able and willing to work to the Merlin Way, vision, values and behaviors
- To comply with Terms and Conditions of Service
- To comply with Financial Regulations
- To ensure that the principle of confidentiality and the requirements of the Data Protection Act is fully applied to the work of the Society.
- To actively promote the Society’s Equality and Diversity Policy in all aspects of your duties relating to staff, residents, contractors/consultants and external agencies.
- Ensure that the Society and its staff comply with legal and regulatory obligations and wherever appropriate, follow relevant best practice guidelines
- To actively involve residents and others in aspects of your duties, as appropriate.
- To undertake such other tasks as may be reasonably requested by the post holder’s manager

**ADDITIONAL INFORMATION**

This post is subject to a Criminal Records Check (CRB) and is exempt from the rehabilitation of offenders act. All offences will be considered.

This post will require the post holder to travel regularly across the Merlin Works areas of operation therefore the post holder will need to have their own suitably taxed and insured motor vehicle for these journeys, business mileage will be able to be claimed by the post holder in line with the society’s policy for these journeys.
GENERAL NOTES
This is a description of the job as it is constituted at the date shown. It is the practice of Merlin Housing Society to periodically to examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the post holder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Society reserves the right to make changes to your job description following consultation.

Apart from any specific activities mentioned above, which have an impact on the health and safety of either yourself, your colleagues, tenants or any other members of the general public, you are responsible for following the guidelines laid down in the Society’s Policy on Health and Safety at Work.
The “Essential Requirements” indicate the minimum requirements and applicants lacking these attributes will not be considered for the post. The “Desirable Requirements” enable the Interviewer to further refine their choice of applicant at short listing and interview stage.

**DIRECTORATE:** Merlin Works  
**DEPARTMENT:** Contracting Services  
**JOB TITLE:** Resident Liaison Officer

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<td>Educational Qualifications</td>
<td>At least 3 pass in GCSE at Grade C or above (or equivalent) including Mathematics &amp; English Language (or, can demonstrate a good general standard of education)</td>
<td>Customer Services or Business Studies / Administration Qualification</td>
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<td>Work Experience</td>
<td>Relevant experience in an resident or customer services support role</td>
<td>Public Sector / Social Housing Experience</td>
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<td>Previous experience of dealing with the public in a customer service focused role</td>
<td>Construction and Building Knowledge</td>
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<td>Good level of administration skills.</td>
<td>Customer service training</td>
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<td>Skills / Knowledge / Aptitude</td>
<td>ICT skills at an advanced level able to be demonstrated. e.g. Microsoft Word, Excel &amp; Access</td>
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<td>Ability to formulate and work with complex spreadsheets.</td>
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<td>Familiar with the use of standard ICT related reporting tools.</td>
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<td>Able to forge positive working relationships at all levels with colleagues and a range of external bodies.</td>
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| **Motivation**     | Committed to delivering a quality customer service, best practice and best value.  
Demonstrates drive, determination and commitment to the Society’s aims and values.  
Ability to manage own workload, prioritise and meet deadlines.  
Keen to learn new skills. |
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<td><strong>Other</strong></td>
<td>Able to work outside of standard office hours if and when required.</td>
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