

Job Description

Job title	Resident Liaison Officer – Retrofit Delivery
Profession	Customer and Community
Band	E
Directorate	CCO (Customer)
Accountable to	Senior Resident Liaison Officer – Retrofit Delivery

Job Purpose:

The role is responsible for building and nurturing strong relationships between Sovereign Network Group (SNG), our customers, neighbours, and others affected by our programmes. Ensure that works are delivered within agreed timescales, while helping customers understand the process, the short-term impacts on them and the long-term implications in terms of cost, use, and support.

The role will be a proactive member of a cross-disciplinary team, contributing to a shared understanding of strategy, programme plans, timelines, and costs, while helping to improve practices and refine objectives. Responsible for ensuring the information gathered on the property and customer is effectively translated into our property and housing systems, to enable future effective customer service.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Senior Resident Liaison Officer – Retrofit Delivery, the role is responsible for supporting the Senior Resident Liaison Officer – Retrofit Delivery, to deliver business objectives set out in the corporate plan and Homes and Place standard.

The role will support the delivery of our retrofit roadmap, communicating the rationale to our customers and the wider business. Provide support to the team and our customers.

Key Accountabilities:

- Deliver the right outcome for our customers in a safe and timely way.
- Support our customers through our Homes and Place retrofit programme.
- Act as the main point of contact for the customer throughout the process (both in person and via telephone/email), listening and understanding their needs and concerns, whilst keeping the Senior Resident Liaison Officer – Retrofit Delivery updated with progress and any challenges faced.
- Ensure all information provided to customers is clear and consistent, to avoid any confusion or misunderstanding and to minimise any concerns they may have.
- Review and regularly maintain the customer engagement plan to ensure all information is accurate and up to date.
- Support the Senior Resident Liaison Officer – Retrofit Delivery to deliver the programme within target timescales.
- Manage difficult and sensitive conversations with customers, maintaining effective relationships to deliver the project.

- Establish, develop, and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure successful delivery of our Homes and Place retrofit programme.
- Attend site meetings, events, appointments with customers, contractors or stakeholders as required.
- Update any online engagement platforms as required by SNG.
- Provide support to the team, enabling them to undertake and complete the planning phases for projects and programme ready for mobilisation. Provide additional support and guidance to operational colleagues.
- Work collaboratively with stakeholders to explore opportunities to transform our services and customer experience.
- Identify and escalate risks, issues, and dependencies as appropriate and propose solutions to resolve.
- Provide support enabling the team to produce regular briefing notes and reports.
- Assist with the development of any reporting and metric requirements as required.
- Hold the Data Steward role for data related to our property or housing systems as set out in SNG's data landscape.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the Building Safety and Compliance team for consideration and/or investigation.

General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Experience working in a resident liaison role preferably within housing/construction with demonstrable customer engagement skills.
- Hold, or be willing to undertake, a Level 3 qualification in Retrofit Advice.
- Understanding of retrofit and the impact on people living in their homes.
- Strong communication skills with the ability to engage and influence at all levels.
- Demonstrated experience in resident engagement, stakeholder management, and conflict resolution.
- Proficiency in Microsoft Office (Outlook, Word, Excel, PowerPoint), including ability to create and manage complex spreadsheets.

- Ability to work flexibly, including evenings and weekends, to meet project and resident needs.

Desirable

- Hold or be working towards an appropriate professional body membership or equivalent (i.e. CIH).
- Knowledge of housing management, tenancy enforcement, and social housing policies.
- Ability to manage and oversee multiple service contracts with contractors and external service providers.
- Strong problem-solving skills with experience in handling complex and sensitive resident issues.
- Full driving licence and access to a vehicle insured for business use.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4149	Tom Titherington	01/2023	
2.0	5082	Rebranded/ Kathryn Hulkes	01/2026	04/2026