

# Job Description

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|-----------------------|--------------------------------------------------------|
| <b>Job title</b>      | Resident Liaison Officer – Building Safety Remediation |
| <b>Profession</b>     | Customer & Community                                   |
| <b>Band</b>           | E                                                      |
| <b>Directorate</b>    | CCO (Customer)                                         |
| <b>Accountable to</b> | Team Leader – Resident Management                      |

## Job Purpose:

The role is integral to delivering a highly complex programme of building safety remediation works, ensuring compliance with regulatory standards and securing EWS1 certification. The Resident Liaison Officer (RLO) plays a pivotal role in managing stakeholder expectations, facilitating resident engagement, and maintaining high levels of customer satisfaction.

The role acts as the primary link between the organisation, contractors, and residents, delivering seamless project communication, ensuring resident welfare, and managing all related operational challenges, including decants and dispute resolution. Expected to demonstrate high levels of autonomy, decision-making capability, and leadership in resolving issues and delivering an exceptional resident experience.

**Financial responsibility:** No financial responsibility

**People responsibility:** No direct or indirect reports

## Autonomy:

Within broad direction set by the Team Leader - Resident Management, this role will operate with a high degree of independence, using their expertise to make informed decisions that balance resident needs, contractual obligations, and safety requirements. The role demands initiative, problem-solving skills to ensure successful project execution under minimum supervision.

## Key Accountabilities:

- Act as the primary liaison between residents, contractors, internal teams, and external partners such as local authorities, police, and social services to ensure smooth project delivery.
- Build and maintain strong relationships with key stakeholders, including residents, local businesses, councillors, and MP.
- Design and deliver comprehensive engagement plans, ensuring residents understand project scope, timescales, and safety measures.
- Organise and lead resident meetings, open days, drop-in sessions, and home visits to provide accurate and transparent project updates.
- Produce and distribute clear, accessible communications such as newsletters, social media updates, and project bulletins.
- Maintain up-to-date knowledge of government guidance and safety regulations, ensuring compliance across all project communications and resident interactions.

- Identify and escalate safety concerns, ensuring swift resolution through appropriate channels.
- Facilitate access for contractors and surveyors, ensuring work is conducted efficiently and in line with safety standards.
- Assist Head of Resident Management and Team Leader Resident Management to respond to Stage 1 complaints, ensuring prompt, professional, and effective resolution.
- Mediate disputes between residents, contractors, and project teams, minimising disruptions and maintaining positive community relations.
- Work with Head of Resident Management and Team Leader Resident Management in decant planning and implementation process, ensuring minimal disruption to residents.
- Carry out comprehensive housing needs and vulnerability assessments, identifying and addressing specific resident requirements.
- Manage the compensation payment process for resident decants handling invoices and associated costs efficiently.
- Use customer relationship management systems to record all interactions with residents.
- Work independently in varied environments, including out-of-hours and weekend work, to meet resident and project demands.
- Respond to urgent matters outside core hours, ensuring resident welfare and project continuity.
- Oversee and coordinate contractor activities, ensuring compliance with lease agreements and resident access requirements.
- Monitor and report on contractor performance, holding them accountable for meeting agreed standards.
- Work closely with internal teams to manage service contracts, ensuring effective delivery of remediation, cleaning, and safety-related works.

### General

- Role model SNG's values and 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

- Strong verbal and written 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.
- An enhanced DBS check is required

#### Desirable

- Knowledge of housing management, tenancy enforcement, and social housing policies.
- Experience managing decants and resident relocation within a building safety or cyclical works environment.
- 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     | 4596     | Raj Gandecha/Sam Drinkwater | 31/01/2025            |                |
| 2.0     |          |                             |                       |                |