

Role profile

Job Title:	Resident Liaison Officer	Grade: 8	Spinal point 28 -26
Department:	Housing and Asset Management	Post no.:	
Directorate:	Housing and Regeneration	Location:	Perceval House and other sites in the borough

Role reports to:	Capital Project Manager
Direct reports:	None
Indirect reports:	Member of project team with Project Manager, Clerk of Works and other RLO

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- The Resident Liaison Officer is a vital member of the project team, responsible for supporting residents through disruptive building projects. This role involves frequent travel to various sites, carrying equipment for meetings, and working in both indoor and outdoor environments, sometimes under adverse conditions. The officer will interact regularly with residents, contractors, and internal teams to manage and resolve concerns, ensuring effective communication and a smooth project experience for all parties involved.

Key accountabilities

- To plan and organise appropriate consultation activities with residents before works commence in their block or on their estate, in particular the statutory consultations with leaseholders.
- To invite residents to meetings with the project team including the contractor.
- To communicate with the contractor where there are vulnerable residents. To identify vulnerable residents from the profile of residents and provide extra support through the building process.
- To ensure that residents are invited to make choices where this is appropriate and to record those choices accurately.
- To be the first point of contact for residents who wish to register concerns about the contractor's personnel or quality of works.
- To keep a register of Members' enquiries / residents' issues and respond to enquiries within the required response time.

- To assist with answering complaints and to liaise with others to ensure that they are answered within the prescribed time.
- To conduct resident satisfaction surveys once the works have been done and to collate the results in reports to management.
- To conduct ballots of residents where requests are made for Door Entry Systems.
- To liaise with Repairs staff regarding enquiries for residents regarding maintenance problems to remedy the issues.
- To raise and manage work on the Ealing ICT systems
- To maintain the Asset Management Golden Thread by uploading project information and certifications on the Ealing ICT systems.

Key performance indicators

- A consultation Plan is developed for each project.
- Consultation meetings are held with Residents before works start.
- A register is kept showing contact with residents.
- Members' enquiries and complaints are responded to within the prescribed time.

Key relationships (internal and external)

- Resident Involvement Team.
- Assets and capital team
- Complaints teams

Authority level

- N/A

Person specification

Community and partnership working are essential for all roles.

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Essential knowledge, skills and abilities

1. Experience of frontline contact with residents or customers.
2. An understanding of the impact of building works on residents in a home.
3. A great team player with positive attitude to work well with colleagues.
4. A commitment to excellent outcomes for our residents.
5. An awareness of reasonable expectations of home quality.
6. An awareness of health & safety and how to work with and support vulnerable residents.
7. Ability to keep calm under pressure.

8. Ability to record and pass on messages with attention to accuracy.
9. Able to keep to deadlines and prioritise work.
10. Strong written, verbal communication and ICT skills, able to write professional letters and present consultation documents.

Essential qualification(s) and experience

1. Evidence of ongoing professional development

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards