

Job Description

Customer Liaison Officer

RESPONSIBLE TO: Asset Planning Manager

JOB PURPOSE:

Accountable for all aspects of communication with customers and residents before, during and after improvement works to their home or communal area ensuring customers are kept fully informed, taking ownership to manage customer expectations.

‘WHAT’ – you do!

- Visiting customers to discuss improvement works, being an advocate for them and discussing options.
- Liaising with customers and in house repairs staff/contractors regarding works and customer needs to ensure a safe and secure environment and ensure access is achieved as planned in order to carry out the works.
- Identify and implement solutions to resolve any issues, respond to and provide feedback where appropriate and deal with any complaints in a professional manner.
- Providing support to the team throughout the process including support during decanting and handover.
- Communicate and maintain good relationships with the customers, repairs team and contractors to ensure customer satisfaction and optimise delivery of the programme.
- Promote high performance, health and safety and quality standards across the site.

‘HOW’ – you do it!

We deliver the above by displaying the following example behaviours:

- Understand and appreciate our diverse customer profile – adapt your approach to meet different customers’ needs
- Actively listen to customers in order to manage their expectations effectively and resolve and tenancy breaches
- Achieve a balance between the needs of the business and the needs of the customer
- Actively seek to share knowledge with colleagues – helping them to improve service delivery.
- Take action to deliver your objectives on time and to the highest quality standards

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



PERSON SPECIFICATION

Customer Liaison Officer

	ESSENTIAL/DESIRABLE	ASSESSMENT
Behaviour - HOW		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Transparent with your teams and peers	E	I/A
Experience – WHAT		
Front Line customer focused experience	E	A/I
Experience of dealing with difficult customers	E	A/I
Experience of managing/resolving complaints	E	A/I
Knowledge of health, safety and compliance	D	A/I
Skills/Abilities/Competence – WHAT		
Ability to effectively manage relationships with our customers	E	I/S
Oral/Written Communication Skills	E	I
Ability to be assertive and work on own initiative making decisions where necessary	E	I/S
Innovative & Creative in the delivery of services	D	A/I/S
Great Interpersonal Skills,	E	I
IT Skills	E	A/I
Knowledge & understanding of Equality & Diversity	E	A/I
Ability to work under pressure	E	I/A

Method of Assessment

A Application Form

I Interview

S Skills Test

