

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Customer Liaison Officer	Property Investment Manager	Asset Management	Property Services	G

<p>Job Purpose:</p> <p>Responsible for the effective delivery of all Customer Liaison functions associated with the delivery of Your Housing Group's investment, cyclical, major works programmes and adaptations service. Ensure project teams receive accurate and timely customer information to enable the delivery of excellent customer service. Ensure customers receive an equitable level of service and promoting a safeguarding culture.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

1. Contribute to the delivery of the Asset Management Strategy and Regional Investment Plans supporting to the improvement of stock NPV (Net Present Value), Neighbourhood Plans and stock/option appraisal of properties.
2. Participate in the review of pre-contract programmes, attend pre-contract meetings and highlight future customer related risks. Attend site meetings, tenant/resident/leaseholder meetings, etc. associated with the delivery of the investment programmes, which may include the attendance at meetings outside normal work hours.
3. Prepare project Customer Consultation Plans and ensure that quality feedback is incorporated into the project management process.
4. Lead on customer engagement to support the delivery of YHG's investment, cyclical and major works programmes, meeting with customers on a regular basis in-line with the programme requirements ensuring that customers are aware of the scope and nature of works being undertaken.
5. Work in partnership with the contractor representatives to gather customer information to enable the smooth delivery of investment programme works.
6. Responsible for the capture of customer data to gain a full understanding of their needs and expectations during the construction process, ensuring vulnerable customers who are scheduled to receive property improvements are identified and necessary support mechanisms are implemented to support these needs.
7. First point of contact for key business partners and external stake holders on investment programme customer related matters and the first point of contact in the resolution of tenant complaints, claims or disputes, maintaining accurate records.
8. Responsible for ensuring all housing management functions are performed in accordance with the requirements of the investment programme works inclusive of ordering of services such as clean outs, relocation of customers, etc.
9. Identify and take all necessary steps to resolve tenant access issues which occur during any stage in the investment programme
10. Ensure that service delivery is customer focused and that any issues where poor delivery is identified are brought to the immediate attention of the contractors and/or Property Manager and resolved.
11. Undertake pre-works stock validation inspections ensuring outcomes are accurately recorded on YHG's systems.
12. Effectively manage site risks including CDM, identify and report any issues/breaches in relation to Health & Safety, and to actively promote a safe working environment for all.
13. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Strong knowledge of customer service and support • Understanding of compliance, Health and Safety and risk 	<ul style="list-style-type: none"> • Contractor management experience and understanding construction contracts
Skills	<ul style="list-style-type: none"> • Ability to manage, motivate and influence through excellent people skills • Strong interpersonal communication skills • Ability to present and influence at customer forums • Strong IT Skills • Ability to solve problems and are flexible and adaptable 	<ul style="list-style-type: none"> • Experience of analysing customer information to identify improvements required
Experience	<ul style="list-style-type: none"> • Experience of Customer Liaison role in a construction environment 	<ul style="list-style-type: none"> • Experience of supporting the delivery of investment programmes
Qualifications/Education	<ul style="list-style-type: none"> • Educated to A Level/HNC Level standard or equivalent, and/or relevant housing/customer qualification or experience 	<ul style="list-style-type: none"> • Professional qualification in a housing specialism or equivalent qualification/experience • Construction/housing related Degree or equivalent qualification/experience • Recognised Health & Safety qualification. • Relevant technical qualification (or working towards) e.g. RICS (Royal Institute of Chartered Surveyors) or CIH (Chartered Institute of Housing) accredited HND or degree level qualification

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	Working with a wide range of partners and stakeholders to achieve business results.

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Site Control – Ensure a minimum of 10% of handovers are inspected prior to practical completion.
2. Customer Liaison - Ensure 100% of customers are consulted via letter or other mass communication medium, and a minimum of 5% of customers are consulted in person for all allocated Investment Programme Project variations.
3. Vulnerability – Ensure that all identified vulnerable customers are subject to a full vulnerability needs assessment via YHG or other appropriate third-party agency.
4. Risk Management – Ensure all project are 100% compliant, i.e. CDM regulations, Building Control, Planning, Fire Regulations, Financial Standing Orders etc.
5. Stakeholder Management - Deliver all allocated Investment Programme Projects with a customer satisfaction score of 95% or better.

Date Role Profile Created/Updated:	November 2020
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