JOB DESCRIPTION

JOB TITLE: Customer Liaison Officer

DEPT/SECTION: Housing Services - Customer Division

RESPONSIBLE TO: Consultation and Improvements Manager

RESPONSIBLE FOR:

MAIN PURPOSE OF POST:
To liaise with tenants, services and individuals involved in major programmed modernisation work to tenants’ homes and to ensure that these tenants receive the highest standards of customer care.

DUTIES AND RESPONSIBILITIES:
Duties and responsibilities must be undertaken to comply with Council policies and procedures.

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1. To liaise between tenants, individuals or organisations providing support to tenants, the housing service, other service areas and external contractors in order to ensure high standards of customer care during the process of planning and implementing major improvement works on Council homes.

2. To carry out first visits to tenants (“inductions”) in order to explain the work programme, the roles of officers, workers and contractors and, where necessary, to undertake a basic survey to allow the tenants choice over the improvements within the limitations of the programme.

3. To identify tenants effected by major improvement works who may have special requirements.

4. To ensure that suitable alternative accommodation is provided for tenants where necessary.

5. To organise removals and services for tenants moving to alternative accommodation as a result of major improvement works.

6. To prepare relevant information about tenants who may be involved in major improvement works for other service areas and for contractors.

7. To contribute to the monitoring of the performance of contracts and schemes.

8. To represent Housing Services at the initial stages of the planning of contracts and schemes.

9. To assist in the drawing up of contract and scheme specifications.
10 To assist the Consultation and Improvements Manager in the development and implementation of improvements to the Consultation and Improvements Service.

11 To keep tenants fully informed about major improvement works which effect them in various ways, including:
   - Organisation of public meetings
   - Preparing, printing and distributing written information
   - Informing Tenants and Residents Associations
   - Liasing with appropriate support groups

12 To act as a contact and to deal with enquiries which are consistent with the post and the activities of Housing Services from tenants, tenants’ representatives and support-providers, elected members, Council officers and other relevant individuals and organisations involved in major improvements or the welfare of effected tenants.

13 To represent the Housing Service at meetings, including:
   - Site progress meetings
   - Public Meetings
   - Open Days
   - Tenant and Resident Association meetings
   - Drop in sessions

14 To liaise with services within the Community Services Directorate (such as Neighbourhoods Team, Operational Services Division, Housing Repairs Team, Tenancy Support Service), with other directorates within the Council (such as the Regeneration Directorate, the Corporate Resources Directorate) and organisations and contractors from outside the Council to ensure that major improvement and other work on void properties is carried out efficiently, effectively and within agreed targets.

15 To design and carry out customer satisfaction surveys of people affected by major home improvement work.

16 To be responsible for the prompt settlement of disturbance payments, decoration allowances and any other compensation payments to tenants effected by major improvement works. Where necessary, to devise, and maintain IT and paper-based systems for monitoring the payment of compensation.

17 To carry out financial transactions such as compensation payments using recognised accounting principles.

The following requirements are expected of every employee:

- To participate in the Council’s Quality Initiatives.
- To use the Council’s computer systems in respect of the duties of the post and to have particular regard to the Data Protection Act.
- To be aware of, and implement, the procedures relating to Health and Safety.
- To attend in-service training as required.
- To be aware of, and implement, the Council’s Equal Opportunities Policy.
- Must be prepared to work flexibly within the Team.
Any other duties which are similar in level of responsibility.

SPECIAL FEATURES OF THE POST

You may be required to carry out your duties at your present workplace or some other Council site.
PERSON SPECIFICATION

JOB TITLE: Customer Liaison Officer

DEPT/SECTION: Community Services Directorate/Consultation and Improvements Manager

SKILLS/KNOWLEDGE/ABILITIES

ESSENTIAL

1. The ability to deal with complex programmes, contracts and schemes in an organised manner.
2. The ability to work both as part of a team and on own initiative with minimal supervision.
3. Excellent interpersonal and customer care skills.
4. The ability to identify, record, extract and present a range of information on all relevant aspects of the work.
5. The ability to operate IT systems, including word processing, spreadsheets and databases.
6. A good awareness of the Council’s Equal Opportunities Policies.
7. A good awareness of the principles of Best Value.

DESIRABLE

1. A knowledge of the Government’s Decent Homes programme.
2. Minimum 2 years working in a public sector environment.
3. Ability to involve and encourage tenants to participate in the management and development of the housing service.

EXPERIENCE

ESSENTIAL

1. Interviewing members of the public.
2. Communicating, liaising and negotiating sensitively and effectively, both verbally and in writing, with a wide variety of stakeholders.

DESIRABLE

1. Working with private sector building and housing maintenance contractors.
2. Providing housing advice and information to members of the public, both by personal interview and in writing.

QUALIFICATIONS

ESSENTIAL

1. A good general standard of education to GCE A Level, B Tech, NVQ or equivalent.
DESIABLE

1. An HNC or HND in a housing-related subject.