

Job Title: Community Liaison Officer (CLO) – New Build

Reporting to: Community Engagement Manager

Purpose: Providing an effective liaison function for residents and clients, as well as supporting the site teams and Community Engagement Manager with their Considerate Contractors Scheme (CCS) and Section 106 obligations on site.

Achieving Results

- Delivering a full community liaison and customer care service to assigned sites.
- Coordinating and supporting community liaison activities, ensuring that these are documented as required.
- Ensuring that an excellent level of resident liaison activities are offered and supported.
- Achieving the clients KPI targets for resident satisfaction ensuring complaints are not being escalated.
- Supporting the client's employer requirements (ER's) and the planning of Section 106 obligations regarding the employment and skills plan.
- Supporting events with local schools, colleges and universities across the region.
- Implementing and achieving *The Lovell Way* culture principles.

Managing the Process

- Undertaking resident liaison duties including telephone calls to residents, visits to residents where works are underway, and daily completion of all CLO paperwork and duties.
- Attending resident and communication events including open forums, conferences and meetings. This may involve attendance outside of normal working hours.
- Ensuring the maintenance of a safe environment for residents.
- Monitoring the Community Engagement Strategy and ensuring communication lines are up to date.
- Liaising with the site team to ensure important activities are communicated to residents through the correct media such as notice boards, newsletters and correspondence.
- Participating in community/educational events such as attending school, college and university open days/career fairs. This may involve attendance outside of normal working hours.
- Attending client and progress meetings with the site team and the project teams as required.
- Supporting the sites and the business in community initiatives and helping to identify and attract new business.
- Ensuring a high level of customer care by undertaking service delivery and key performance reporting to include collection and compilation of data relative to activities.
- Meeting with and supporting the Community Engagement Manager and site teams in completing and collecting evidence of all employment and skills plan Section 106 obligations.
- To ensure that all onsite *Project Plus* documents are correctly uploaded and are in line with Lovell policy/requirements.
- Complying with the Lovell Integrated Management System (LIMS) processes and procedures.

Serving the Customer (Internal and External)

- Making initial contact with the client to understand their resident liaison project requirements.
- Making initial contact with residents and making appointments with residents as required.
- Communicating with both residents and project teams throughout the works programme.
- Ensuring the residents are dealt with competently, fairly and effectively in all situations.
- Identifying specific customer needs (working parents/shift patterns/health issues etc.).
- Applying the principles of *The Lovell Way* in all activities.
- Explaining and actively promoting the role of Lovell and of CLO.
- Supporting and promoting resident satisfaction.
- Building customer confidence.
- Creating a professional environment.
- Attending career fairs and other education events to inform potential trainee candidates whilst raising industry profile and representing Lovell in a professional manner.

The Lovell Way

Every individual across the business has a responsibility to work in accordance with *The Lovell Way* Principles (we're easy to talk to, we show we care, we do the right thing) and ensure that their work meets the requirements.

- Developing and maintaining productive relationships with all members of the team.
- Ensuring all operational staff understand the importance of customer service and adhere to *The Lovell Way* principles at all times.
- Promoting a clear focus on quality assurance, service accessibility and responsiveness, maximising client involvement and feedback.
- Attending meetings and actively engaging with key clients.
- Promoting the profile of Lovell and customer service excellence throughout the project.

Health and Safety

All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.

Equality and Diversity

All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

Delivering Quality

- Ensuring that all CLO tasks are complete to the required standard and on time.
- Guaranteeing accuracy of grammar, clear communication and effective coordination of tasks.
- Maintaining a presentable image by adherence to the Lovell dress code (corporate clothing acquired).

Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Photocopying			
Filing			
Data-input			
Knowledge of Lovell IT systems			
Typing			
Communication skills – verbal and written			
Customer care experience			
Knowledge of site administration			
Microsoft Excel			
Microsoft Word			
Microsoft PowerPoint			
Microsoft Outlook			