

Job Code: 334      Client & Resident Liaison Officer/Site Administrator - New Build

Reporting to:      Senior RLO

Purpose:              To provide an effective Resident Liaison function

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#### Achieving Results

- Delivering a full resident liaison and customer care service to the project
- Coordinating resident liaison activities
- Ensuring resident liaison activities offer an excellent level of resident liaison to the resident and this is supported by high levels of resident satisfaction
- Achieve the clients KPI targets for resident satisfaction
- Ensuring all liaison activities are documented and recorded as instructed or required
- Supporting other areas of the project team when required and as requested by project Management
- Implementing and achieving Service First principles

#### Managing the Process

- Undertake preparation of resident liaison duties including daily telephone calls to residents, daily visits to residents where works are underway, pre-start visits and profiles, daily completion of the RLO record card.
- Compliance with Lovell's LIMS processes and procedures.
- Maintaining Service Delivery and Key Performance reporting including collection and compilation of data relative to RLO activities.
- Collating "resident information packs" and literature for use by the Resident Liaison Officer.
- Supporting the project delivery team in their daily project administrative tasks as required.
- Photocopying resident liaison and work stream documents ensuring each document is returned to the relevant person when completed and or filed accordingly.
- Attending resident and communication events, open days, meetings and conferences.
- Supporting the project and the business in community initiatives, events, new business and customer care.
- Health & Safety
- Ensure maintenance of safe environment for tenants.
- Ensure welfare is maintained at end of working day.
- Attend daily / weekly site team management meetings.
- Attend Open Forum / meetings / events which may involve attendance outside normal working hours
- Participation in community events as appropriate which may involve attendance outside normal working hours
- Regular interaction with residents.
- Assist with the preparation of Community Engagement Strategies.
- Attend meetings with client representatives to develop communication procedures with residents
- Attend monthly meetings with the project team during the preconstruction process
- Attend monthly Client progress meetings during the preconstruction process

- Monitor the Community Engagement Strategy and ensure communication lines are up to date.
- Liaise with the site team to ensure important activities are communicated to residents through the correct media.
- Support and attend Meet the Contractor events as required (may be already covered under Open Forum/meetings/events)
- Support and cover for the Senior RLO

### Serving the Customer (Internal and External)

- Ensure the residents are dealt with competently, fairly and effectively in all situations
- Apply the principles of Service First in all activities
- Support and promote resident satisfaction
- Make initial contact with residents
- Explain the role of Lovell
- Actively promote Lovell
- Build Customer confidence
- Create professional environment
- Make appointments with residents as required
- Communicate with resident and project team throughout works programme
- Identify specific Customer needs (working parents/shift patterns/health issues etc)
- Make initial contact with the Client to understand their Resident Liaison needs on the project
- Make appointments with Client representatives to develop the Community Engagement Strategy

### Service First

- Develop and maintain productive relationships with all members of the team
- Ensure all operational staff understand the importance of customer service and adhere to Service 1st principles at all times
- Promote a clear focus on quality assurance, service accessibility and responsiveness, maximising client involvement and feedback
- Attend meetings and engage actively with key Clients
- Promote the profile of Lovell
- Promote customer service excellence throughout the project
- Every individual across the business has a responsibility to work in accordance with the Service First Principles and adopt the Service Delivery actions required to ensure their project meets the requirements of the SD cornerstones.

## 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 & 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

- Ensure that all RLO tasks are complete to the required standard and on time.
- Accuracy of grammar, clear communication and effective coordination of the tasks required at all times.
- Maintain 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			
Microsoft Word			
Knowledge of site administration			
Microsoft Excel			
Customer care experience			
Microsoft PowerPoint			
Microsoft Outlook			
Knowledge of housing refurbishment			

### Training Profile

A training matrix for this role, which includes all the compulsory training which is required, is published on the Training site on INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.