

Job Title: Resident Liaison Officer

Reporting To: Project Manager

Purpose: Accountable for all aspects of communication with tenants before, during and after works

Value

KPIs

<ul style="list-style-type: none"> Daily Line Management Meetings. 	
<ul style="list-style-type: none"> Open Forum Client/Management Meeting. 	
<ul style="list-style-type: none"> Complete Tenant Records Cards daily. 	
<ul style="list-style-type: none"> Regular interaction with tenants/visits as required for units open. 	
<ul style="list-style-type: none"> Make appointments with Tenants 	

Right First Time

KPIs

<ul style="list-style-type: none"> Explain all aspects of improvement work to Tenants. 	
<ul style="list-style-type: none"> Actively promote Morgan Sindall Property Services. 	
<ul style="list-style-type: none"> Visit Tenants with Portfolio of relevant works and design briefs. 	

Customer Recommended

KPIs

<ul style="list-style-type: none"> Build Customer confidence. 	
<ul style="list-style-type: none"> Create professional environment. 	
<ul style="list-style-type: none"> Identify Customer needs (working parents/shift patterns/health issues etc). 	
<ul style="list-style-type: none"> Customer/tenant satisfaction measures achieve required standard 	

People Promise

KPIs

<ul style="list-style-type: none"> Every individual across the business has a responsibility to work in accordance with the Perfect Delivery framework 	
<ul style="list-style-type: none"> All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory. 	

Safe

KPIs

<ul style="list-style-type: none"> 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. 	
<ul style="list-style-type: none"> Comply with the Lone working procedure and ensure the Resident Liaison Officers are complying to our lone working procedure 	
<ul style="list-style-type: none"> Highlight any possible breaches of Health & Safety or unsafe working practices 	

Technical Skills and Knowledge

Safe

People Promise

Right First Time

Value

Recommended

	Basic	Intermediate	Advanced
Microsoft Word			
Microsoft Excel			
Microsoft PowerPoint			
Microsoft Outlook			
AutoCAD			
Power Project			
Ability to interpret drawings			
Ability to produce reports			
Knowledge of Site Administration			
Aware of Health & Safety in occupied homes			
Knowledge of refurbishment process			