L&Q Group

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role title | Resident Liaison Officer | Date | 20/07/2020 | |
| Reports to Title | Technical Manager/ Head of Aftercare (Special Projects) | Version | 1 | |
| **Responsibility for End Results** | | | | |
| Purpose: To assist with the resolution of defects identified within our recently built homes. To liaise with the colleagues involved with the projects and ensure that our customers are provided with regular updates and information regarding their homes. Working with various stakeholders to schedule and manage the implementation of the remedial work required to resolve the identified defects. | | | | |
| Key Responsibilities / Deliverables: | | | | |
| **Main Accountabilities:** List in order of priority, the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | ***Time***  ***(%)*** |
| 1. Leadership and management including customer service/ values – Provide a high quality aftercare service. Deliver excellent customer service in line with L&Q values. | | | | 20 |
| 1. Strategy/ achieving objectives – To be the first point of contact for Residents with regards to remedial works and be a liaison between the contractors, Project Team and residents ensuring Customer satisfaction is at the forefront of the work carried out. To provide the Project Team with regular site progress updates and advise on issues that are preventing satisfactory resolution. Ensure that all projects and tasks are delivered in accordance with the Trusts values and highest level of customer service at all times. | | | | 20 |
| 1. Working with others – internal - To work collaboratively with internal stakeholders to ensure relevant information and advice is provided to keep customers informed on progress where defects affect their homes. | | | | 20 |
| 1. Working with others – external - Work collaboratively with key stakeholders and partners. Represent L&Q at meetings as required and promote the reputation and values of L&Q. | | | | 20 |
| 1. Budgetary responsibility - Ensure that all activities deliver ‘best value’. Contribute towards the control of budgets within the function. Contribute to meeting the divisional business plan. | | | | 5 |
| 1. Compliance - At all times carry out all duties with due regard to Health & Safety Legislation and policy. Adhere to relevant statutory and regulatory provisions. | | | | 5 |
| 1. Records and systems - Maintain the necessary relevant L&Q records and systems. | | | | 5 |
| 1. Risks - Manage risks associated with areas under the jobholder’s control. Ensure that effective controls are in place to highlight and limit risk. | | | | 5 |

|  |  |  |
| --- | --- | --- |
| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | |
|  | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities | | |
|  | | |
| **Knowledge, Skills and Abilities** | | |
| Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications. | | |
| 1. Ability to deal with a wide range of customers within their homes and explain construction related matters using language that is easily understood- **Essential**. | | |
| 1. Able to be available to work occasional evenings or at weekends if required to visit customers in their homes - **Essential** | | |
| 1. Experience within Aftercare or customer service for house builders or constructors - **Desirable**. | | |
| 1. Able to demonstrate building pathology skills within a ‘client side’ environment - **Desirable** | | |
| 1. Excellent written and oral communication skills as some letter/email writing skills will be required - **Essential** | | |
| 1. Excellent telephone skills required in a largely unscripted environment. Ability to reassure customers that their query is being addressed - **Essential**. | | |
| 1. Highly developed organisational skills. Able to demonstrate delivery in demanding customer faced environment – **Essential** | | |
| 1. Demonstrable collaboration and stakeholder management skills - **Essential** | | |
| 1. MS Office suite – **Essential** | | |

|  |
| --- |
| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| * We care about the happiness and wellbeing of our customers and employees |
| **Passion** |
| * We approach everything with energy, drive, determination and enthusiasm |
| **Inclusion** |
| * We draw strength from our differences and work collaboratively |
| **Responsibility** |
| * We own problems and deliver effective, lasting solutions |
| **Impact** |
| * We measure what we do by the difference we make |
| **Other** |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks |