



Job Description

Job Title: Resident Liaison Officer

Reports to: Contract Manager

Based at: Gasway Offices

Hours of work: 40 hours per week

Dimensions

- Direct Reports – None
- Internal Key Stakeholders – Operational Delivery Teams, Health & Safety, Customer Services, Gasway Management Team.
- External Key Stakeholders - Norwich City Council including Tenants and Housing Officers, Relevant trade Bodies, Suppliers.

Key objective of the role:

To act as the primary link between Norwich City Council tenants and Gasway ensuring residents are informed, supported and engaged enabling safe compliant delivery of electrical and gas services, while fostering strong and positive relationships and high customer service standards.

Key responsibilities:

- To visit tenants within their communities regarding the gas and Electrical compliance activity, acting as a primary point of contact and supporting engineers in gaining access and following up on no access cases whilst feeding back resident concerns and issues to the delivery teams.
- To conduct any pre-project survey requirements and consultations with tenants to understand their needs, preferences, and any potential issues, feeding this information back to the delivery Team and carry out post checks to ensure that work meets the quality requirements.
- To work closely with the internal delivery Team and Housing Officers to implement additional support mechanisms / adjustments for vulnerable tenants in order to support the delivery of timely services.
- To Identify and report any at risk tenants supporting safeguarding activity and promoting the welfare of children, young people, and vulnerable adults.



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<ol style="list-style-type: none"> 1. Experience of working with the public (including those that are vulnerable and from diverse backgrounds) ideally within construction, social housing or a similar environment where tenant or customer interaction is a key component of the role. 2. Experience working in challenging and sensitive situations and investigating and responding to issues raised and / or complaints in a positive, empathetic, caring, and professional way. 3. Experience of working positively and collaboratively with Engineers, Managers, and other key stakeholders delivering compliance and repairs activity encouraging others to work within required time and quality expectations. 4. Experience arranging and delivering resident engagement and training events 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>	<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>
<p>Qualifications:</p> <ol style="list-style-type: none"> 1. Educated to GCSE Standard or equivalent 2. NVQ or equivalent with Administration / Customer Care 3. Full UK Driving Licence 	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">A</p> <p style="text-align: center;">A</p> <p style="text-align: center;">A</p>
<p>Skills / Abilities:</p> <ol style="list-style-type: none"> 1. Strong customer service skills with the ability to build trust, manage expectations and maintain positive relationships. 2. Strong organisational skills capable of managing multiple tasks, maintaining accurate records, and ensuring that all communications are clear and consistent. 3. Strong problem-solving abilities with the ability to identify issues early and support practical resident focussed solutions in a professional manner. 4. Proficiency in MS Office, particularly Word and Excel, for managing documentation and communication. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">I</p> <p style="text-align: center;">I</p> <p style="text-align: center;">I</p> <p style="text-align: center;">I</p>



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5. Takes the initiative to address potential issues before they escalate and seeks practical solutions that benefit both the resident and the company.
6. Maintains a high level of professionalism in all interactions and can be relied upon to follow through on commitments.
7. Knowledge of construction or maintenance processes and the potential impact these can have on residents.
8. Excellent verbal and written communication skills and is empathetic and approachable.
9. Ability to work independently and as part of a Team while following agreed procedures, policies and escalation routes.
10. Awareness of safeguarding responsibility and the ability to recognise and report concerns appropriately

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