



POST TITLE	TENANT LIAISON OFFICER
DEPARTMENT	PLACE
DIVISION / SECTION	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	SURVEYING MANAGER/ TEAM LEADER – CASE MANAGEMENT
NUMBER OF POST HOLDERS	5
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

Contribute to the delivery of capital programme upgrades to tenant and private resident homes by engaging with stakeholders in all aspects of delivering the programme of works. The post-holder will work with locality teams in the delivery of the programme of works to meet objectives applying specialist skills including project management and expertise as appropriate.

MAJOR TASKS/JOB ACTIVITIES

- Contribute to the management of the relationship and services to tenants and homeowners with regard to the delivery of capital programmes within Council housing stock.
- Demonstrate effective team and partnership working across the localities and the wider operational environment.
- Carry out effective consultation to ensure that the Council’s capital and revenue projects are supported by local communities, localities and key stakeholders.
- Support the implementation of policies and procedures comply with all relevant legislation and regulation and ensure that services support the delivery of the Council’s city housing strategy.
- Ensure the needs of individual, vulnerable tenants are identified when delivering capital programme works. Liaise with the appropriate Locality or individual to identify workable solutions for each individual case.

KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Sound knowledge of Council policies and procedures. Ability to project manage (preferably using PRINCE2 methodology) etc.
- Educated to HNC level or proven equivalent experience in a relevant area.
- Required to report on and deliver business processes and procedures designed to improve cost-effectiveness and efficiencies of the division and to enhance customer service and reputation.
- Require excellent communication and interpersonal skills to work with management, external contractors, customers, and stakeholders.

- Work with tenants to ensure that each tenant is fully aware of upcoming capital work programmes and how these will impact on them directly. This will include fully explaining the programme of work, timescales and any impact on the tenant home life. Mitigating actions will be identified by the post holder to reduce tenant concerns.
- Develop and maintain effective relationships with a diverse range of people and organisations.
- Responsible for suppliers and sub-contractors in relation to procurement, service level agreements and resolving complex issues which may arise and maintain effective partnership arrangements.
- Hold consultation and information events with a wide group of residents, both tenants and owners, to prepare the delivery of capital programmes.
- Investigate complaints, identify a resolution and take appropriate action to rectify to customer satisfaction.
- Work with the Resolution Team to ensure repeat complaints are minimised or prevented.
- Assess the needs of vulnerable tenants and make decisions on services, additional support and assistance required to ensure the best outcome for each tenant prior to, during and after each intrusive capital work.
- Ensuring clear communications delivered to external stakeholders is essential to ensure all stakeholders are fully aware of works to reduce reputational risk to the Council.
- Signpost residents to support services as required.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Demands significant customer interface and the need to promote and develop new and existing services.
- Operate effectively in a dynamic environment. Managing often opposing views and priorities, ensuring that a balanced and customer-focussed approach is taken while meeting the regulatory obligations and the strategic aims of the Council.
- Considerable site attendance/activity will be necessary in a building maintenance and construction environment. Required to carry out their duties in both office (40%) and site environments (60%), including within tenants' properties, with on site activity in all weather conditions in a building maintenance and construction environment and within tenants properties, some of whom have challenging lifestyles.
- Post holder will be exposed to challenging, argumentative and on occasion aggressive behaviour from tenants.
- Health and safety guidelines with risk assessments should be adhered to when conducting site visits. Operate in accordance with the Council's Lone Working policy.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- This role has no line management responsibility.
- When responsible for a work placement or new recruit, the post holder will carry out on the job training and regular assessment and provide feedback to Management.

RESOURCES

Responsible for the safe use of ICT equipment, mobile phone, laptop and/or desk computer. Post holder is fully responsible for the safe keeping, monitoring and

replenishment of these resources. The value of IT and phone equipment is approximately £700.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.;
- Co-operating with management and following instructions, safe systems and procedures.;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).