

Recruitment person specification

Post being recruited for: Tenant Liaison Officer

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

Category	Essential	Desirable
Experience	Experience of dealing with a range of customers and stakeholders face to face. Experience of managing small scale projects. Experience of writing short reports and briefing notes. Experience of communicating with internal and external stakeholders. This will include face to face discussions and also wider publicity of works, organising leaflets, posters and organising attendance of information events, etc.	Experience in working within a local authority environment preferably within a housing team. Experience in working with tenants in rented housing or customers seeking rented housing. Working knowledge of relevant housing legislation.
Knowledge, skills and understanding	Confidence and ability chair meetings with external stakeholders. Good project management skills. Good communication skills. Ability to manage and prioritise own workload, set timescales for work and meet legislative and internal deadlines. Track record of effective customer service management. Good understanding of wider Council services and be able to sign post.	Ability to speak in public. Ability to negotiate.
Qualifications and training	Candidates should possess an HNC level or have proven up-to-date knowledge and expertise within relevant environment. Fully IT literate with a good working knowledge of MS Office.	Hold a full UK Driving Licence and access to their own vehicle.

Job specific requirements	Promote and maintain good working relationships with customers. Work with colleagues and suppliers to programme works and coordinate access to properties to allow works to be undertaken. Work with Locality colleagues to identify vulnerable tenants who require additional support in advance of commencement of capital programmes, ensuring that customer needs are accommodated. Work with projects leads to assist with communications to tenants and residents ahead of and regularly during capital programmes ensuring all parties are aware of the scale of works. Ensure owners are aware of liability and costs of works prior to works commencing. Liaise with statutory authorities regarding utility service alterations and disconnections where required. Liaise with Residents Groups and officers in Localities as required. Signpost tenants and residents to other support services if/when appropriate. Manage complex complaints to a successful conclusion and use resolution management to identify trends to prevent these from occurring again. Provide intelligence and guidance to project leads and design teams during the design development stages of project to ensure tenant and residents' concerns are addressed and incorporated into the design.	
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