



JOB DESCRIPTION

JOB TITLE:	Resident Liaison Officer/ Administrator
LOCATION:	Newlon House
SALARY:	£32,816 per annum plus up to 5% bonus scheme
REPORTING TO:	Project Manager – Special Projects Team

RESIDENT LIAISON OFFICER/ ADMINISTRATOR

PURPOSE

To take the lead in resident liaison work, developing trust by building and maintaining relationships with residents affected by the Special Projects works streams.

Ensure that residents are proactively kept informed about planned works with good quality, appropriate and timely updates across the range of channels.

Ensure residents' queries are answered promptly and professionally in line with Newlon Gold values. Accurate and consistent administration for all aspects of the service is required.

To actively facilitate resident engagement on fire safety issues in buildings undergoing inspections or remedial works as part of the Special Projects works programme.

Ensure that residents' needs inform the planning and delivery of works programmes. This means facilitating consultation and ongoing communication with residents, that results in constructive relationships throughout any disruptions and works.

Taking meeting notes or minutes as required.

This post is required to work occasional evenings and weekends.

	Key Tasks Responsibilities and Objectives	Performance Standards and Outcomes
1.	To create and deliver suitable communication and engagement strategies for different buildings and group residents affected by the Special Projects team's work.	Produce a Resident Liaison Action Plan based on the needs of the Special Projects Work Programme. Set up a programme of regular communications for residents buildings within the Special Projects programme. Ensure residents are given clear information about projects and timely updates about developments. Use all

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		<p>appropriate communication channels to ensure residents are kept well informed.</p> <p>Where applicable liaise with any residents' associations and attend residents' meetings as required.</p> <p>Liaise with colleagues in Communications, Housing and Property to ensure the content of communications is accurate, are of high quality and in line with Newlon Gold Standards.</p> <p>Where required, take the lead in setting up and managing resident liaison events related to the Special Projects Team's work. Ensure events are well organised and well managed.</p> <p>Build positive relationships with groups of residents to ensure residents understand Newlon's key messages. Work to foster trust with residents to help facilitate residents' cooperation with the project team.</p> <p>Work closely with the project team, consultants and contractors to ensure residents receive accurate and timely updates on project progress and news of any developments.</p>
2.	To lead on day to day communications with residents affected by the Special Projects Team's work.	<p>Monitor the Fire Safety inbox and other team email addresses.</p> <p>Ensure all queries and communications receive a prompt and appropriate response in line with Newlon Gold Standards.</p> <p>Ensure all resident communications are recorded with Newlon's Dynamics system and that good records of contact and communication with residents are maintained.</p>

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		<p>Where required provide support to other teams like Service Resolution or the Resident Sales Team to ensure residents' enquiries or complaints are dealt with according to policy and in line with Newlon Gold.</p> <p>Be effective with complaints and de-escalation management.</p>
3.	<p>To take the lead in the development and ongoing management of any decant programmes arising from the Special Projects Team's works.</p>	<p>Working in close liaison with colleagues in Newlon's Lettings Team, produce and manage well-designed decant programmes.</p> <p>Ensure household and customer needs are paramount when devising decant arrangements.</p> <p>Liaison with our contractor/ consultant contacts.</p> <p>Demonstrate good project and programme management skills by working ahead to ensure project milestone and target dates are met.</p> <p>Production of regular well written and accurate reports, providing updates on the decant programme and setting out proposals and recommendations for actions and decisions.</p> <p>Constant engagement with, and involvement of, residents to ensure that any changes in household formation or circumstances inform the decant programme.</p> <p>Manage the process for supporting vulnerable residents during the decant process.</p>
4.	<p>To assist with identifying vulnerable residents and ensuring information is shared with contractors and London Fire Brigade (LFB).</p>	<p>Where buildings have fire wardens or are undergoing fire safety works, ensure that residents are given the opportunity and encouraged to provide information on vulnerabilities that might impact works or fire safety.</p>

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		Liaise with Service Centre colleagues on known vulnerable residents and ensure relevant information is passed to contractors and LFB making sure information sharing is done in compliance with GDPR.
5.	Lead on ensuring that residents are included in and communicated with, regarding any major works programmes.	<p>Develop targeted and effective initiatives to increase effective resident liaison, consultation and involvement in projects and work programmes.</p> <p>Work with the Communications team, consultants and contractors to ensure residents are actively engaged about works being planned or carried out.</p> <p>Agree contractor liaison arrangements for specific projects. Monitor contractor performance and ensure contractors provide the agreed communications with residents.</p> <p>Assist Special Project Managers and the Service Charge Team with carrying out Section 20 consultations where appropriate.</p>
6.	To deal with enquiries from Councillors, MPs and external stakeholders.	<p>To ensure all enquires are dealt with within Newlon's 2/10 standard.</p> <p>Ensure written responses of a high quality and clearly and concisely deal with enquiries.</p> <p>Ensure that all communications are recorded on Newlon's' Dynamics system.</p>
7.	To promote equal opportunities in all aspects of resident liaison, engagement, and participation	Ensure that all consultation and participation structures for Special Projects works are inclusive of all groups of residents. Be mindful of cultural and language barriers and liaison with Newlon's Resident Services team to devise suitable strategies to ensure all residents are engaged.

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		Ensure compliance with Newlon's Equality and Diversity Policy.
8.	To assist with the effective management of the Special Projects Budget	Supporting the Assistant Director in setting budgets that reflect the needs of the Special Projects consultation and decant work. Ensure that delegated expenditure is monitored and controlled effectively. Agree remuneration rates for any suppliers with the Assistant Director of Property Services, as necessary.
	To report to Trust Executive regularly on resident liaison activities.	Ensure that information is collated regularly on progress of all Special Projects resident liaison activities and that this is conveyed clearly in report format to Trust Executive.
	To contribute to maintaining an effective work-place	All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to. Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers. Objectives of reliability, consistency, speed and awareness built into all activities. Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities. Collaboration across teams actively promoted at all times.

No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.