

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Trainee Planned Projects Resident Liaison Officer
<b>LOCATION:</b>	Hale Village, Tottenham, London N17
<b>SALARY:</b>	£18,432 per annum plus eligibility for 5% performance related pay
<b>REPORTING TO:</b>	Decants Project Manager

## MAIN OBJECTIVES

To work within the Asset Management Team within Property Services Department to oversee the customer contact during receiving planned works and to assist with the housing of people needing to be decanted on both a temporary and permanent basis.

To be the 'face of Newlon' for residents and provide a resident focused service and supported whilst receiving planned works and emergency works to their homes.

In order to meet customer demand, the post holder will be expected to work from the Newlon's head office and also be able to travel to and from site daily.

In order to deliver an excellent customer service Newlon Gold is our approach based on the objectives of reliability, consistency and speed as well as respect and empathy for the individual customer. All staff will put customer service at the heart of their work by building the standards and objectives of Newlon Gold into their daily activities and behaviour.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers. They will work collaboratively across teams, departments and external stakeholders to deliver the highest standards of service to our residents.

## SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards, Outcomes and Behaviours
1.	To establish positive relationships with residents from the beginning of the planned works and decant process.	<ul style="list-style-type: none"> <li>• To be the 1<sup>st</sup> point of resident contact relating to the delivery of all planned works and decants</li> <li>• To be responsible for the collection of essential resident information such as establishing any <i>Medical needs, household members, material choices</i> relating to works to their home and potential decant.</li> <li>• To assist the Asset Team with ensuring that residents needs and vulnerability considered and addressed as each step &amp; regularly updated.</li> <li>• To monitor and action emails in the que systems.</li> <li>• To be responsible for collecting resident that have been decanted keys and taking meter readings and recording this information with the relevant parties.</li> <li>• To be the responsible person for updating and paying invoices relating to utilities within temp and perm decant properties.</li> <li>• Customer feedback sought and satisfaction targets met</li> </ul>
2.	To provide regular updates to our residents that are receiving planned works or decant works to their home	<ul style="list-style-type: none"> <li>• To be responsible for providing regular updates on current status of works to resident homes and provide timescales for completion of works.</li> <li>• To assist the Asset Team with the delivery of the Trust annual disposal Programme.</li> <li>• Provide continuous and clear communication with customers throughout the planned works and decant process</li> <li>• Ensuring targets met and policies followed</li> <li>• Carry out necessary checks with other teams, departments &amp; residents and ensure that any escalations are made to senior members of staff early on.</li> <li>• Liaising with surveyors and obtaining weekly updates relating to works to resident homes and ensuring that this is effectively communicated with residents.</li> </ul>

		<ul style="list-style-type: none"> <li>• Identify solutions when there are issues/problems and escalate these in good time.</li> <li>• Ensure that all information entered onto systems accurate.</li> </ul>
3.	To work with the wider Asset Management Team and Housing team for the successful and speedy letting of empty properties .	<ul style="list-style-type: none"> <li>• Arrange viewings for both perm and temporary decants at the earliest possible opportunity.</li> <li>• Provide close liaison with Property Services colleagues to ensure that void turn around are minimised.</li> <li>• Allocations comply with policy and are fair</li> <li>• Nomination agreements complied with</li> <li>• Ability to work independently and to follow lone working procedure every time.</li> </ul>
4.	To assist with the effective working of the Property Services Department and form good working relationships with Housing colleagues	<ul style="list-style-type: none"> <li>• To assist with updating all planned works and decant cases and record details in a comprehensive manner to enable Tenancy Compliance team to take legal action where appropriate.</li> <li>• All activities must be carried out in line with corporate policies such as those relating to Health and Safety, Equality and Diversity, Data Protection and the Environment</li> <li>• We expect active liaison, co-operation and collaboration with teams and individuals in the department and elsewhere in the organisation to ensure the effective delivery of services &amp; external stakeholders</li> </ul>
5.	To assist with the monitoring and control costs in areas of responsibility	<ul style="list-style-type: none"> <li>• To assist the Asset Management Team with the processing of Homes Loss and disturbance payments effectively &amp; in line with procedure</li> <li>• To assist with reducing costs and achieving value for money.</li> <li>• To action invoices Dealing with invoices as per procedure.</li> </ul>
6.	To demonstrate the Newlon Gold values and behaviours of customer focus, service excellence and efficiency in all aspects of the role	<ul style="list-style-type: none"> <li>• Always responding to service requests within published timescales</li> <li>• Being clear to customers and others about what we do</li> <li>• Checking we got our work right</li> <li>• Consistency, reliability and speed in service delivery</li> <li>• Standards for service met</li> <li>• Customer Focus – putting customers at the heart of everything we do</li> </ul>

		<ul style="list-style-type: none"><li>• Taking ownership – following through in responsibilities</li><li>• Solving problems – making it a priority to resolve issues</li><li>• Working together – teams, departments and the rest of the Group</li></ul>
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No job description can cover every issue which may arise and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.