

## JOB DESCRIPTION (v6)

<b>JOB TITLE:</b>	<b>Liaison Officer</b>
<b>RESPONSIBLE TO:</b>	<b>Contract Supervisor</b>
<b>DEPARTEMENT/ SECTION:</b>	<b>Asset &amp; Investment Directorate</b>
<b>DIRECT REPORTS:</b>	<b>None</b>
<b>SALARY (£):</b>	<b>Grade 6</b>

### PURPOSE OF THE ROLE

To provide liaison and support to the Asset & Contracts section of the Asset & Investment Directorate with key responsibilities for the following areas:

- To act as a tenant contact point at all times
- To manage tenant & leaseholder consultation surgeries/open days
- Deal with complaints and concerns the residents have during the works
- Sign up tenants to the improvement works providing advice and understanding of the work to be undertaken
- Assist in the management of Asset Data
- Organise and manage the Decoration Voucher scheme
- Manage data in regards to the stock improvement works
- Provide Energy Advice
- Health, Safety, Quality and Environment (HSQE) policy and procedures for the team

To provide an effective and efficient tenant liaison point of contact for customers

To provide a coordinating role within the Asset Management Directorate for the successful delivery of the Welsh Housing Quality Standard (WHQS) Investment Programme and Capital Investment.

Lead and participate in tenant and leaseholder consultation.

To promote energy efficiency across CCG, including working with tenants and local communities.

To provide guidance and advice on energy matters to staff, tenants and key partners.

## VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities

By keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

## KEY AREAS OF RESPONSIBILITY

### General

- Deputise for the Contract Supervisor when required.
- To work with other managers within Assets Team and CCG to ensure a cohesive, co-ordinated service delivery.
- Provide information on work activity and attend meetings as required.
- Ensure that you work within the parameters of CCG's Health, Safety, Quality and Environment (HSQE) policy and procedures.
- To assist in the management of address lists and allocation to contractors
- To assist in the collection of attribute data from contractors to maintain property records in accordance with procedures.
- To maintain clear, concise and auditable records of all on site visits.
- Resolve non-compliances on site with the Contract Supervisor concerned.
- Refer issues of concern to the Contract Supervisor promptly for resolution.

- Provide Assistance to the Contract Supervisor with the general management of the housing stock improvement contracts
- Provide general assistance to the Contract Supervisor in carrying out there duties.
- To work with all appropriate members of the project team to ensure the project meets its objectives.
- To ensure that access is provided to homes so as to enable refurbishment work to proceed efficiently.
- To undertake surveys on behalf of the Asset & Investment Directorate, for the improvement works or other needs as required.
- Formulate and manage procedures relevant to the Liaison Officer role.
- To undertake site visits, advising and supporting customers and providing a point of contact for future CCG queries.
- To undertake reviews on areas of customer dissatisfaction to identify specific trends, key areas for concern and produce reports for management on a monthly basis.
- Assist in the collecting of Key Performance Indicator information.
- Responsible for assisting with tenants associated with minor adaptations and to help manage the WHQS/Planned OT referral process including liaising with the Occupational Therapist and ensuring effective liaison within CCG.
- Responsible for discussing the Welfare Reform Act with our tenants when necessary
- To ensure that all CCG's Corporate Policies are implemented and promoted within the Asset & Investments Directorate, in particular:
  - Health, Safety, Quality and Environment (HSQE)
  - Equality and Diversity
  - Risk Management

- Performance Management
- Data Protection
- Welsh Language Policy
- Code of Conduct

### Financial Control

- Responsible for the management of decoration vouchers and maintaining appropriate records and budgets
- Check invoices and compile costs in regards to tenant issues that may arise.

### Business Development

- To be an exemplary ambassador and represent the Company at all times including any events/meetings.
- To foster constructive and collaborative working relationships with stakeholders and partner organisations.

### Service Delivery

- To promote the development of a customer centred culture within the Asset and Contract team ensuring that customers are more than satisfied wherever possible.
- Actively promote tenant and stakeholder involvement in the work of the Asset & Contract team ensuring that tenant opinion and needs are fully considered.
- To provide interim progress reports in relation to the specific projects you are involved with for the Contract Supervisor.
- To liaise with all Agencies involved with and tenants affected by housing stock improvement schemes .
- In conjunction with the Contract Supervisor ensure appropriate and effective methods of consultation with tenants and other stakeholders are used consistently throughout the programme.
- To maximise tenant involvement and to ensure individual resident satisfaction is optimised and to help develop consultation and communication methods which communicate effectively to all tenants, taking account of their diverse backgrounds and to ensure they are put in practice effectively thus ensuring the highest standards of service and tenant satisfaction.

- To act as a point of contact between such Agencies/Tenants and Cartrefi Cymunedol Gwynedd's Asset & Investment Directorate when decanting properties.
- Encourage Tenants to complete satisfaction questionnaires on development schemes.
- To be the first point of contact for customer information for CCG, co-ordinating a comprehensive service ensuring effective liaison.
- To liaise with tenants on investment plans for all projects providing them with guidance, this will include attendance at Constructor Partner monthly surgeries, open days and any other corporate events where requested.
- To investigate and pursue customer enquiries on a variety of issues to resolve customer problems including interviewing relevant parties effectively and report findings in written and verbal form to the Contract Co-ordinator and Contract Supervisor.
- To ensure that customer complaints, no access issues and refusals are dealt with in line with procedures.
- To manage and monitor all customers enquires in particular complaints and to investigate concerns where necessary.
- To ensure that 'no access' issues and refusals are managed consistently in line with procedures.

### Risk Management

- Promote a risk awareness culture within the Asset & Contract team.

### Corporate Role

- Participate in the monitoring the Key Performance Indicators as appropriate.
- Responsible for responding to new policy initiatives, as required
- Assist the Contract Supervisor in responding to Councillors, Tenants, Consultants, Contractors and other departments requests for information

### Board of Management/Governance

- Maintain up to date departmental records following completion of works.
- To ensure information is used within Data Protection and any other relevant legislative guidelines.

### Performance & Quality

- To ensure the effective and efficient handling of complaints.
- Utilise and contribute to the development of IT systems to continually improve the performance and efficiency of the service.
- To assist in the timely collection, accuracy and management of Key Performance Indicator data from each contractor relevant to the delivery teams areas of responsibility.

### Staff Management

- The Post holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements and specifically to carry out consultation and representational tasks with residents and other stakeholders, and to provide cover for emergencies.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

I confirm that I have read, understood and accept the duties detailed in this job description.

Signed:			
Print Name:		Date:	

## PERSON SPECIFICATION

	ESSENTIAL/ DESIRABLE
<b>QUALIFICATIONS</b>	
National Vocational Qualification (NVQ) Level 3 in Customer Service	E
A candidate not possessing the qualifications listed above but with a substantial and clearly established track record of success may also be considered.	E
Evidence of continuing professional development	D
<b>EXPERIENCE</b>	
Experience of operating in a similar capacity in a housing or related organisation of comparable size, scope and complexity.	E
Customer Service Experience	E
Significant experience of dealing with the public in complex and stressful environments either face to face or over the phone	E
Ability to demonstrate effective communication face to face and on the telephone when dealing with a wide range of customers including tenants, other departments etc.	E
Experience of dealing with a number of priorities at the same time.	E
Experience of working in a building construction environment	E
Ability to use computer software programmes, in particular databases, inputting and retrieving information and producing statistical reports.	E
Experience of working with external contractors	E
The ability to work in accordance with and making decisions within, guidelines and procedures.	E
<b>SKILLS</b>	
Able to use Microsoft office suite of software applications to maintain systems and records and produce documentation such as letters, reports, graphs, presentations etc.	E
Experience of Asset Management Software.	D
Ability to write good, clear reports on technical matters.	D
Level of numerical, written and verbal skills sufficient for the post	E
Ability to effectively and positively deal with and resolve issues raised by customers.	E
<b>KNOWLEDGE</b>	
Knowledge of and ability to work within Data Protection legislation maintains strict confidentiality at all times.	E
Commitment to providing an excellent support service to the community.	E

Willingness to work outside of normal office hours when required	E
Able to attend meetings of CCG and resident organisations.	E
<b>OTHER</b>	
Good interpersonal skills and a proven ability to communicate effectively at all levels.	E
Tolerance, tact, diplomacy and respect towards the sensitive nature of the information	E
Time management and organisational skills	E
Motivated to provide quality services and to maximise customer satisfaction	E
In possession of a full driving licence	E
<b>LANGUAGE REQUIREMENTS</b>	
The ability to communicate (speaking and writing) fluently in both Welsh/English	E