

Rykneld Homes Ltd.

Job Description

Division: Regeneration **Service:** Regeneration

Post: Community Liaison Officer

Post Number: RH182

Responsible To: Community Liaison Manager

Subordinates: None

Key Accountabilities

- To develop and maintain positive relationships which support customers and residents affected by regeneration and property service programmes of work, to ensure that individual circumstances and needs are accounted for and supported.
 - To act as the first point of contact for all customers, residents and their support networks who may be affected by programmes of work to ensure a service which puts individuals at the heart of the planned programmes of work.
 - To plan, manage, and facilitate on an individual basis all elements of tenancy support to ensure programmes of work are delivered within agreed timeframes by ensuring ownership of the process.
 - To develop and maintain effective working relationships with partners and programme contractors.
 - To ensure that the organisational Customer Liaison Service is delivered to a consistently high standard across all regeneration and property service programmes.
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Main Duties and Responsibilities

- To support, own and execute the delivery of excellent customer liaison services which contribute to the achievement of operational service plans and Rykneld Homes Business plan, acting as the main point of contact and dealing with emergent issues that tenants may have ensuring that acceptable solutions are achieved.

- Collate information and up-date internal systems to ensure current information is held for all tenants, creating and maintaining a database of customer profiles for those customers affected by planned works, to inform individual support needs and programme planning decisions.
- To visit customers in their homes to develop relationships, collate information, plan, co-ordinate and facilitate home moves, undertake welfare checks, and up-date on progress.
- Work sensitively with and support customers and their extended families and carers to ensure that the stress, anxiety and worry which may materialise is minimised through pro-active approaches and reassurance to reduce the adverse impact on individual health and well being.
- To act as an advocate and manage referrals to other support agencies to support customers maintain independent living through the transfer of existing services or provision of new services.
- To plan, co-ordinate and manage a comprehensive home and garden move package for temporary/permanent moves, which is tailored to individual need providing the required level of support as agreed with individual customers and their families.
- Offer financial support by pro-actively supporting customers to ensure that any required adjustments or abatements to rent, Housing Benefit or Council Tax are aligned and processed effectively and that the tenants does not incur financial hardship.
- To co-ordinate tenancy sign-up for new properties with Neighbourhood Services and liaise with the Community Alarm Service to ensure continuation of existing services to include transfer and re-connection of independent Living Service.
- To co-ordinate and support customers in the completion of claims for Home Loss, Disturbance and Home Improvement Compensation payments.
- To manage the notification and transfer of utility services, concessionary fuel allowances, refuse collection and garden maintenance. Support customers in notifying change of address and contact details.
- To assist in the positive promotion of regeneration projects, working with and supporting customer consultation meetings to ensure customer needs and aspirations are central to successful outcomes and that customers are kept informed and up-dated throughout the programme.
- To support the quality assurance process prior and following handover to ensure acceptable properties meet the quality standards expected by Rykneld Homes.
- To support and promote social inclusion across communities affected by regeneration and property service programmes by monitoring the condition of neighbourhoods affected by regeneration to ensure that the disruption to the

daily lives of tenants and local residents is minimised facilitating remedial action through the on-site contractor or contracts manager.

- To pro-actively develop and maintain positive working relationships within and across various departments of Rykneld Homes, the Council and external agencies and contractors.
- To support the Community Liaison Manager to ensure customers needs are at the heart of all regeneration and property services work managing effective timely and professional responses to all enquires and requests from tenants and the wider community, pro-actively finding solutions to customer enquires and issues.
- To attend site up-date meetings with contractors to co-ordinate customer preferences in relation to internal building specifications.
- To maximise and maintain customer and resident satisfaction across all programmes of work by monitoring customer satisfaction and emerging issues to a satisfactory conclusion.
- To ensure that the confidentiality and sensitivity surrounding regeneration issues is maintained whilst ensuring all policies, working practices and procedures are implemented in a consistent and sensitive manner.
- To identify opportunities to shape and influence service improvement across the Customer Liaison function working across directorates to achieve the best outcomes for customers.
- To work flexibly, including some evening and weekend work as and when required to meet the needs of the regeneration service delivery.
- To undertake other duties and responsibilities as required from time to time commensurate with the grade of the post.

Key Contacts

- Customers and Service Users and their families/carers
- Rykneld Managers and Staff
- NEDDC Managers and Staff
- Elected Members
- Other public sector service providers – Derbyshire County Council, NHS, Police, Medequip etc.
- Voluntary and charitable organisations
- Contractors/Partners and their representatives including managed services

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Experience</u> <ul style="list-style-type: none"> • At least 3 years experience of working in Housing with a minimum of 2 years working with people with complex needs. • Experience of effectively working within a customer focussed service delivery environment. • Experience of dealing directly with members of the public in a customer facing role. 	<div>✓</div> <div>✓</div> <div>✓</div>	
<u>Qualifications and Training</u> <ul style="list-style-type: none"> • HNC/CIH Level 3 in Housing Studies or similar* • Basic level of numeracy needed to deliver the requirements of the role • IT skills in Microsoft Office Systems • Membership of CIH 	<div>✓</div> <div>✓</div>	<div>✓</div> <div>✓</div>

Personal Skills/ Characteristics	Essential	Desirable
<u>Specialist Skills and Knowledge</u> <ul style="list-style-type: none"> Working in a busy environment to tight deadlines. Organisational and analysis skills in terms of prioritising work, effective use of resources and evaluating performance. Able to work under pressure, responding flexibly to service delivery requirements. Experience of dealing with service users requiring assistance; over the telephone, face to face and in practical situations. Ability to establish and develop positive relationships with tenants, partner organisations, contractors and the wider community that generates confidence and collaborative working. Analytical skills and lateral thinking in terms of problem solving. Demonstrate effective communication, negotiating and presentation skills. Previous knowledge of partnership working. Ability to work on own initiative without close supervision. 	✓ ✓ ✓ ✓ ✓ ✓ ✓	
<u>Personal Qualities</u> <ul style="list-style-type: none"> The ability to handle situations in a sympathetic and empathetic manner. An understanding of and commitment to equal opportunities issues both within the workplace and the community in general Conscientious, honest and reliable and able to maintain confidentiality at all times. A commitment to excellent customer care and an understanding of its relevance to this post. 	✓ ✓ ✓ ✓	
<u>Special Role Requirements</u> <ul style="list-style-type: none"> Willingness to work occasional unsocial hours Full clean driving license and access to a vehicle 	✓ ✓	
* Willingness to work towards formal housing qualification		

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.