

Role Profile

Role Title:	Customer Liaison Officer
Department:	Repairs & Maintenance
Role Purpose:	<p>To directly manage and co-ordinate the delivery of our disrepair mitigation and damp and mould strategy.</p> <p>Work directly with customers and internal, customer facing teams to identify and resolve issues of disrepair, damp and mould and customer dissatisfaction.</p>
Reporting to:	Operations Manager
Responsible for:	NA
Disclosure level:	Basic DBS and Social Media Check
Role Level:	<u>Frontline Worker</u>

Key role responsibilities:	<ul style="list-style-type: none"> • Manage a portfolio of customers in order to help identify, treat and educate them around damp and mould in their property. • Undertake inspections for proactive damp and mould measures, post inspections of works and follow up visits with customers to ensure damp and mould works have been successful. • Manage the customer complaints process end-to-end via a network of communication channels, including property visits, telephone, letter writing and email. • Translate data into practical actions to resolve root cause of damp or mould. • Identify trends in order to help prevent future occurrences of disrepair or damp and mould. • Educate customers on the causes of damp and mould in their homes.
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	<ul style="list-style-type: none"> • Co-ordinate teams across the business to effectively resolve disrepair, damp and mould complaints in a timely manner to avoid disrepair claims. • Oversee the successful deployment of property sensors to capture information on the root causes of damp and mould. • Build a professional, empathetic, partnering relationship with customers that leads to the successful elimination of damp and mould and pest issues. • Manage the inflow of queries from our disrepair microsite, prioritising actions of disrepair mitigation and signposting general repairs. • To track and report regularly the impact, outcome and value for money (VFM) of all activities undertaken. • Assist the disrepair and damp admin function.
Education, Qualifications and Training	<ul style="list-style-type: none"> • GCSE Maths and English Grade C or above. • Achieved or working towards a property-based qualification is desirable.
Knowledge and Experience	<ul style="list-style-type: none"> • A strong understanding of the causes of damp and mould and disrepair in properties. • Experience of successfully working with numerous IT packages and systems, including but not limited to Microsoft Excel. • Knowledge of property maintenance systems and processes. • Experience of working directly with customers. • Can demonstrate experience of successfully managing competing priorities and deliver strong results. • Experience of effective communication that is tailored to the audience – customers through to the Executive Board. • Experience of managing a program of work successfully. • Experience of organising own workload with broad guidelines and delivery outputs on time and to required standard. • Experience of delivering and improving service delivery.

	<ul style="list-style-type: none"> • Ability to manage people effectively to deliver all tasks within timescales.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Ability to communicate complex property-based issues to customers in a simple but effective way. • Ability to write concise and informative evaluation and monitoring reports. • Passion for excellent customer service demonstrated through track record of achievements. • Excellent research and analytical skills. • Must be able to use organisations data extraction system and interpretation of the relevant data warehouse. • Excellent communication skills combined with the confidence to communicate with a diverse range of customers and colleagues, building trust and confidence. • Excellent negotiation skills. • Ability to challenge people at all levels of the business to build productive delivery partnerships.