

Apprentice Resident Liaison Officer with United Living Property Services

Days	Monday - Friday
Hours	Up to 40 hours
Salary	London Living Wage (11.85per hour)
Duration	18 Months



Job purpose:

To support the Operations/RLO team to promote and deliver a high standard of customer care for all residents. Learn and assist with ensuring that strong communication links are built and maintained between the resident, the client and operational team to enable the works to be managed effectively and proactively, addressing any issues as they arise.

Description of Duties:

- Under the guidance of the Line Manager** or designated Resident Liaison Officer (RLO), act proactively to maximise comfort for all residents during work, ensuring that any issues which arise are resolved quickly and effectively when this is not possible ensure any issues are escalated appropriately
- Learn and understand the United Way of working** ensuring that the processes are complied with and adopted into your daily disciplines.
- Learn and understand the requirements** of our EasyBOP and Aconex systems and ensure that they are adhered to at all times.
- Support the RLO with administration duties**, resident visits and courtesy calls addressing any actions promptly.
- Undertake courtesy telephone calls to tenants**, prior to customer satisfaction surveys being issued to them
- Shadow RLO to learn role** with a view to supporting the Site/RLO team during busy/holiday periods.
- Support and participate** in added value initiatives to promote the Client and the Company.

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8. **Support Health and Safety presentations** for local school visits within the local community
9. **Support effective and regular communication with residents** through the coordination and administration of newsletters, meetings, daily visits, open days and group events etc
10. **Ensure effective and regular communication/information** is provided to the resident throughout the course of works including pre-start documentation, issuing of notices, information about the scope of works, associated timescales and any changes to the programme
11. **Assist RLO with recording and photographing** the condition of white goods/working area for every property, before work commences. Ensure that records are appropriately saved
12. **Assist RLO with product training for residents**
13. **Ensure all appropriate record and documentation** is maintained confidentially and in line with GDPR
14. **Assist with recording complaints/alleged damage claims to residents'** property/personal belongings. Support the team in proactively investigating and resolving complaints
15. **Under the guidance of the RLO**, monitor trends in complaints/communication logs and report accordingly
16. **Liaise closely with the site team** and work colleagues ensuring feedback is shared and acted upon
17. **Travelling will be required as part of the role**
18. **Any other duties as assigned**



Criteria:

- Minimum of 4 GCSEs Grade C or above to include Maths and English
- I.T literate particularly Microsoft Office and Excel and keen to extend knowledge on software packages
- Ability to learn to communicate effectively and form relations with both internal and external stakeholders including residents, clients and community members
- Understand the need to effectively resolve issues, disputes and complaints impartially and within a specified time scale
- Capacity to learn to handle confrontational or challenging situations, calmly and safely
- Understand the need for respect, sensitivity and discretion in a public facing role
- Demonstrates a positive and proactive approach to teamwork
- Demonstrates a genuine commitment to excellent service delivery
- Valid driving licence

How to apply:

Please email a CV to **Jacqueline Noon**
(United Living) at jacqueline.noon@unitedliving.co.uk



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