



## Role Profile

Job Title: <b>Tenant Liaison Officer</b>	Grade/ Level: <b>L</b>	Post Number: <b>AO6231</b>
Directorate: <b>Communities &amp; Housing</b>	Job Family: <b>Admin and Office Support</b>	Date Prepared:

Role reports to (Job Title): Lead Tenant Participation Officer

**Job Purpose:**

The Tenant Liaison Officer will carry out work on behalf of Swindon Borough Council communicating with staff, surveyors, contractors and other agencies and tenants to deliver high quality customer care during housing modernisation, planned maintenance work, responsive & cyclical work.

**Key Accountabilities:**

- To provide information, prepare and advise tenants regarding housing modernisation and planned maintenance work to their homes from interception of the work to completion and hand over.
- To liaise with the Housing management, tenants & residents associations & councillors to keep them informed of all housing and planned maintenance works
- To attend public meetings, tenants & residents association meetings hold surgeries to provide advice to tenants & leaseholders
- To prepare tenants for work that is planned, by giving them advice on the scope of the work, the timescales, the contractor and any disturbance that may affect them
- To deal with tenants questions and concerns, and issues of dissatisfaction so that satisfactory solutions can be found to problems and disputes that may arise during the course of works
- To undertake customer satisfaction surveys to monitor performance inspections and contribute to other improvement programme evaluation mechanisms
- General office duties including compiling information, sending out information to a variety of audiences, maintaining accurate records.
- Abide by the objectives and targets of the department and follow the procedure and practices utilised in all aspects of the work, including all computerised and manual systems and the maintenance of relevant records.
- To act as the first point of call for tenant issues with regards to property works; resolving problems and preventing complaints.
- To support Officers of the Housing department as requested with regards to repairs and project works.

**Supplementary Accountabilities:**

- To represent the Department at group meetings of specialist officers.
- To work as part of the team to maintain the service.
- To liaise with contracting partners.
- To provide marketing promotion expertise

<p>Job Scope: <i>Number and type of jobs directly managed:</i></p> <p>Typical tasks supervised/allocated to others:</p>	<p>Job Scope:</p> <p>Budget: Approx.</p> <p>Assets:</p>
<p><b>Knowledge and Experience:</b></p> <ul style="list-style-type: none"> <li>• G.C.S.E. English and Mathematics (or equivalent)</li> <li>• Proven communication skills, both written and oral</li> <li>• IT literate, with experience in Word and Excel. Able to analyse and interpret data</li> <li>• Able to handle conflict tactfully and be empathetic with members of the public</li> <li>• Basic Knowledge of Construction Industry practices and procedures</li> <li>• This post will involve some lone working</li> <li>• Some evening and weekend working required</li> <li>• The ability to drive or a make alternative arrangements to make site visits to properties throughout the Borough is an essential requirement for this post. (Covid-19 restrictions permitting).</li> </ul>	
<p><b>Decision Making:</b></p> <ul style="list-style-type: none"> <li>• Able to identify areas of non-compliance and refer such cases to the appropriate Manager.</li> </ul>	
<p><b>Contacts and Relationships:</b></p> <ul style="list-style-type: none"> <li>• Colleagues and staff in other service areas to disseminate information</li> </ul>	
<p><b>Creativity and Innovation:</b></p> <ul style="list-style-type: none"> <li>• Able to understand and interpret contact requirements and explain these in layman's terms to members of the public.</li> <li>• Embrace new technology that enables improved communication with tenants and colleagues.</li> </ul>	
<p><b><u>Values and Behaviours</u></b></p> <p>We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:</p> <ul style="list-style-type: none"> <li>• Accountability at all levels</li> <li>• Customer care and pride in what we do</li> <li>• Continuous learning and evaluation</li> <li>• Valuing one another and the contribution each of us makes</li> </ul>	
<p>Print Name:</p>	<p>Date</p>
<p>Line Manager's Signature</p>	
<p>Print Name:</p>	<p>Date:</p>