

JOB DESCRIPTION

1. JOB DETAILS

JOB TITLE	Tenant Liaison Officer
REPORTS TO	Contracts Manager
TEAM	Creating Enterprise
LOCATION	Creating Enterprise Head Office
SALARY DETAILS	£26,035 per annum, 42 Hours per Week

2. PURPOSE

To support managers within the Property Services area of Creating Enterprise to deliver planned and responsive work.

To assist Property Services in all aspects of tenant engagement in relation to planned and responsive maintenance activity and to liaise closely with tenants and stakeholders to assist in the smooth delivery of planning maintenance works programmes with the minimum of disruption.

3. DIMENSIONS Scale & Diversity

Creating Enterprise, a subsidiary of Cartrefi Conwy Housing Association provides a range of property maintenance services to private sector organisations, local authorities and social landlords throughout North Wales. As a social enterprise its profits are reinvested to meet its social aims of supporting unemployed tenants who need assistance into getting into work through its unique Employment Academy that runs alongside its commercial arm.

Properties will be located across North Wales

4. MAIN ACCOUNTABILITIES

- To be the key point of contact for tenants who are due to have / having planned and responsive maintenance works carried out at their home by Creating Enterprise.
- To be the key point of contact for any tenancy enquiry and to take ownership of resolving or supporting the resolution of requests made by tenants.
- To liaise with tenants prior to commencing works to ensure that tenants are fully aware of the scope of works and estimated timescales and to ensure works are scheduled and appointments made in advance of planned dates and that tenants are fully informed.
- To attend as necessary all meetings with tenants and external stakeholders on planned maintenance programmes, and where appropriate consult with tenants and tenant groups and arrange meetings to communicate programme reviews, receive tenant feedback to ensure improvements and discuss any other agenda items.
- To ensure relevant surveys (e.g. Asbestos Management Surveys, Refurbishment and Development Surveys) are conducted pre works to help facilitate agreed start dates on site.
- To create and manage the literature/communication surrounding the tenant liaison process,

and update/amend the information when necessary.

- To manage and administer tenant satisfaction monitoring and produce regular performance reports for management with regards to responsive and planned work streams.
- To look at ways to constantly improve the tenants experience and keep tenant satisfaction rates high.
- To be the first point of call to investigate and if possible, resolve 1st stage complaints by tenants in connection to all works carried out by Creating Enterprise.
- To provide relevant statistical information as required by the team.
- To conduct regular liaison with tenants before, during and after planned maintenance works, through telephone calls, personal visits and written correspondence.
- To participate in progress/contract meetings, producing a detailed report for each on resident issues.
- To book and co-ordinate kitchen survey process with Benchmark – liaising with the client when necessary.
- To assist in various administrative tasks associated with the planned work streams.
- To collate and monitor satisfaction figures each month from all Creating Enterprise work streams and input that information into a spreadsheet ready for the Commercial Manager. To assist the Commercial Manager and Site Manager as required.

5. CORPORATE ACCOUNTABILITIES

- To actively support the overall delivery of Creating Enterprise's objectives to provide an excellent, innovative and truly customer focused service.
- As a representative of Creating Enterprise, to promote and always maintain a positive attitude and image .
- To positively promote Creating Enterprise's values; constructively challenging traditional ways of working, contrary behaviour or comments.
- To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.
- To ensure compliance with Creating Enterprise's Standing Orders, policies and procedures.
- To support the development, review and implementation of policies and procedures in particular:
 - Health, safety and welfare initiatives
 - Creating Enterprises' principles on Equality and Diversity
 - Risk management initiatives
 - Performance management practices
- To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.
- To work collaboratively where required.

6. WORK CONTEXT (environment, type of equipment)

The post holder is office based with a requirement to travel to various locally sites and properties across Conwy areas and further in North Wales, if and when required. The regular use of ICT systems and technology is an essential requirement of this post.

7. AUTONOMY AND DECISION-MAKING (limits and freedoms)

Work is typically self-paced. The post holder has the flexibility to decide what order tasks are done, however, all tasks will be expected to be completed to deadline or by priority set.

8. COMMUNICATIONS (the main communications that take place, frequency, purpose and method)

INTERNAL	Managers, supervisors and colleagues of Creating Enterprise and Group Cartrefi on a daily basis via email, telephone/ written communication and face to face.
EXTERNAL	A range of stakeholders, external partners and contractors via email, telephone/ written communication and face to face.

9. AREAS OF COMPLEXITY (what provides most stretch)

Prioritising a busy workload with, at times, conflicting priorities. Meeting the needs of a growing and changing company by demonstrating flexibility and openness to adapt.

10. AGREEMENT

Job Holders' Signature:

Date:

Line Managers' Signature:

Date:



Person Specification

Tenant Liaison Officer / Co-ordinator

SKILLS, KNOWLEDGE & EXPERIENCE		
Experience of working with vulnerable people in the Community	Desirable	Application/ Interview
A full UK driving licence and regular use of a vehicle for work purposes*	Essential	Application & Certification
Initiative and ability to work independently making well-judged decisions	Essential	Application/Interview
Experience of liaising with tenants and stakeholders regarding planned works	Essential	Application / Interview
Ability to manage and administer tenant satisfaction monitoring	Desirable	Application / Interview
Experience of producing progress and performance reports	Desirable	Application / Interview
Able to engage with tenants to apply for volunteer roles, job vacancies etc.	Desirable	Application / Interview
Interpersonal skills, to deal sensitively, calmly and professionally with tenants experiencing difficulties	Essential	Interview
Ability to analyse and interpret policies and information	Essential	Ability Test / Interview
Ability to work on your own initiative, as well as part of a team	Essential	Interview
Microsoft Office: Word, Excel, Outlook (basic User Level)	Essential	Ability Test
Planning, prioritising and organising skills	Essential	Application/Interview
Welsh Language Skills (Level 4 speaking and listening, Level 3 writing and reading)	Desirable	Application/Assessment
Numeracy - Good level of numeracy, literacy and reasoning skills	Essential	Application /Assessment
DBS Check will be essential	Essential	Application /Assessment



English literacy (Ability to write / update support plans, develop effective / compelling written cases for support from external agencies)	Essential	Application / Assessment
ACADEMIC / PROFESSIONAL QUALIFICATIONS		
Achievement of or progression towards a relevant professional qualification (i.e. CIH)	Highly Desirable	Application & Certification
CORE VALUES		
Committed to Quality	Essential	Interview
Respectful	Essential	Interview
Doing the Right Thing	Essential	Interview

Creating Enterprise are committed to Equality and Diversity in our activities

** Where disability precludes, this will be reviewed with candidates at interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.*

