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| **QCHA_Final Logo** | **Job Description, Person Specification, and Key Dimensions** |

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| Job Title: | Tenant Liaison Officer | | |
| Department: | Neighbourhood Services | Grade: |  |
| Section: | Housing Services | Date reviewed: | July 2025 |
| Reporting To: | Investment Team | | |

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| Purpose of Job |
| As a member of the Investment Team you will play a full role in the implementation and achievement of Queens Cross’s strategic objectives and Vision by providing an essential point of communication and liaison between tenants, contractors, third party stakeholders, and wider Association teams and services to support the smooth delivery of significant refurbishment works to over 400 multi storey properties. You will play a key role in supporting the Investment Team and the Neighbourhood team to deliver an excellent refurbishment programme, spanning 4 years, which is delivered on time and within budget, and in a way that puts tenants affected by these works at the heart of the process. |
| Context & Scope |
| To deliver a customer focused tenant liaison service including first class customer service aimed towards developing relationships with tenants impacted by the refurbishment works, to support them through the process of the works and be a key point of communication between the tenants and the Investment Team to ensure smooth delivery of the investment project. This will involve identifying tenants who are vulnerable and assessing and delivering the right level of support and intervention that will be needed for each household to minimise disruption and alleviate anxiety throughout the duration of the project.  Be the key point of communication between tenants, contractors, the Investment Team and wider teams and services to support the flow of information regarding household needs and issues to inform implementation of the refurbishment programme.  To maximise customer satisfaction in the delivery of an effective, efficient and high-quality refurbishment programme, identifying tenancy and welfare risks within households impacted by the works and making onward referrals for long term support and intervention as needed to prevent homelessness and ensure long term tenancy sustainment following completion of the works.  To manage the allocation of disturbance or associated decoration payments/packs given to households impacted by the works to enable tenants to decorate their homes following completion and arrange and support the decanting of tenant households, ensuring that this process is smooth with minimal disruption to tenants and their families. |
| Major Tasks & Job Activities |
| Service Provision   * The post holder will on a day-to-day basis carry out the wide variety of activities required to ensure an efficient and effective point of support and liaison for tenants impacted by the planned refurbishment works. This will be done by: * Making the refurbishment programme a positive experience for tenant’s by delivering on commitments and responding to individual tenant needs. * Taking ownership for delivering a first-class customer experience. * Look for solutions when issues or complaints arise relating to the investment works. * Daily respond to tenant and customer enquiries regarding the investment programme and proactively identify tenant risks and vulnerabilities which may impede the programme and identify solutions to improve the customer experience of the refurb works. * Develop trusting relationships with all tenants and households impacted by the works, identifying particular tenant needs, and taking a problem-solving approach to addressing specific issues. * Be responsible for the allocation of disturbance and associated payments to households impacted by the works and support tenants to utilise payments in a responsible and empowered way. * Deal with all tenant complaints relating to the investment works and take a proactive and problem-solving approach to their resolution. * Production of reports providing regular updates on contractual issues affecting tenants to the contract management group providing valuable feedback on contractor performance and customer satisfaction. * Act as the key point of contact for tenants throughout the duration of the programme, working in collaboration with the Investment team, Neighbourhood Services, local community groups, contractors, and wider teams and services to ensure the flow of information between all parties and the successful delivery of the project * Identify any vulnerabilities or welfare risks within households and ensure Child and Adult Support and Protection procedures are followed, and onward referrals made to external agencies as appropriate. * Ensure up to date records are held relating to each household’s specific needs. * Work collaboratively with the Communications team, Neighbourhood services, and Investment teams to implement various ways of engaging with tenants throughout the duration of the project, including maximising the use of CX feedback to ensure updates are provided regularly. * Establish effective relationships with tenants and use visits and engagement opportunities to refresh tenancy information such as Getting To Know You survey data. * Produce reports as needed for the senior management team and Executive Teams, providing updates on progress, issues affecting customer satisfaction, and complaints relating to the works. * Ensure all tenants are fully prepared for the works and are kept updated regarding timescales, potential delays, and unforeseen issues – be a consistent and reliable point of contact for tenants throughout the duration of the project. * Work collaboratively with tenants and the providers of decant accommodation to ensure all tenants are decanted when required for the shortest period and return to their homes with minimal inconvenience. * Report any tenancy related risks or issues to the relevant Housing Officer for onward investigation/management action. * Play a key role in assisting with arranging access to properties for the completion of works and any prestart meetings needed. * Work collaboratively with the Housing Team to apply the agreed forced access policy and procedure when required to ensure access for the completion of works. * Attend Community Engagement activities within the area as needed to provide information on the programme of works, impact on tenants, and to be a point of contact for customer enquiries relating to the project.   Performance Management   * All duties should be carried out to ensure compliance with QCHA policies, procedures and KPIs. * The postholder will -   Understand relevant performance standards for this role  Deliver on agreed objectives and targets  Advise their Line Manager at the earliest opportunity when objectives and targets will not be met  Produce monthly performance reports within timescales demonstrating performance against target.  Planning & Organising   * Utilise all existing and new data from internal and external intelligence sources to assess the risks associated with completion of the work to each tenant household, ensuring all issues, risks and action plans are documented and put in place. * Engage with local tenants to ensure involvement, participation and empowerment of people and communities, seeking views of tenants to ensure their needs and views are informing current and future investment programme implementation. * Contribute to an organisational culture that embraces the guiding and activity standards that will be measured by the Scottish Housing Regulator and other relevant agencies.   Value for Money   * Work in an efficient manner that delivers value for money for our tenants and stakeholders * Identify efficiencies and communicate them to line manager. * Work within defined limits of financial authority * Complete a review of tenant satisfaction as works are completed, identifying any changes or suggestions to improve processes and enhance the tenant experience.   Relationship Building   * Work with colleagues throughout QCHA to deliver a high-quality service to tenants and stakeholders. * Actively seek to engage tenants in opportunities to influence the management and maintenance of their homes. * Work collaboratively to develop trusted relationships with tenants impacted by the investment works, contractors, external support and care services, and wider Association teams to ensure the project is a positive experience for all stakeholders. * Liaise with internal departments, staff, and external agencies to assist in the provision of a comprehensive and holistic service. * Identify and raise issues constructively with contractors and work in partnership with all stakeholders to take a problem solving approach to addressing specific tenant needs, especially those with vulnerabilities. |
| Other Tasks & Activities |
| Health & Safety   * Understand your responsibilities as an employee under Health & Safety legislation * Adhere to responsibilities as an employee under the Association Health & Safety policies and procedures. * Ensure all activities are discharged in a safe manner, minimising risk at all times   Training   * Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills * Attend training and development courses as and when required   Equality & Diversity   * Observe and promote Equality & Diversity and Customer First policies at all times * Understand the diversity of our customers and potential customers and ensure that a flexible menu of engagement opportunities are accessible to all   Sustainability   * Consider the sustainability of activities and resources to assist with Association’s objective to reduce the negative impact of services on the environment   Other   * Be willing to work flexibly and in the evenings as needed to maximise tenant engagement. * Carry out any other duties which may be reasonably requested by the Line Manager and undertake any other duties subsequently allocated by the Association’s management * The duties of the post will be reviewed and modified in line with the exigencies of the service |

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| Category | Essential Criteria | Desirable Criteria |
| Experience | * Minimum of 3 years’ experience of delivering customer focused services within a social housing environment. | * Working in a challenging and pressurised environment * Successful delivery of a variable workload in a customer focused environment * Experience of developing relationships with people who have a degree of vulnerability or particular needs. |
| Knowledge, qualifications and education | * The post holder will be educated to Standard Grade in English and Mathematics or equivalent qualifications. * Understanding of equality and diversity legislation and its application to a Housing Association | * Knowledge of Housing Management functions within a social housing environment. * Good practice in delivering housing management services * The post holder will have o * An understanding of social housing and the context within which it works. |
| Skills, abilities and behaviours | * Excellent interpersonal and communication skills and the ability to effectively deal with difficult customers in a calm and professional manner. * Excellent ability to develop relationships with tenants, assess risks, and adopt a problem-solving approach to dealing with bespoke tenant needs. * Ability to use their own initiative to prioritise and organise their own workload to meet deadlines. * The post holder will be competent in Microsoft Office packages including Word and Excel. * Committed to personal development | * Competent in using computerised housing management software. * Effective organisational skills * Able to motivate and engage effectively with people at all levels * Excellent communication skills. * Budget management and control * Contractor management. * Strong decision maker * Good team player * Proactive and hardworking * Models the behaviours required to deliver customer service excellence * Takes ownership of service delivery * Looks for solutions to requests for service or when issues arise * Makes a difference by delivering on commitments * Values feedback |
| Other Requirements | Will have a full driving license and meet the requirements of the Corporate Vehicle Policy. |  |