



<https://citycalling.com/jobsearch/resident-liaison-officer-london/>

## Resident Liaison Officer, Harrow, London

### Description

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One of our favourite clients, a well-established, family-owned 'complete building services' contractor are expanding their new housing division and seek an experienced RLO to manage projects in West London and Berkshire.

With the majority of their sites and projects being based in Central London, West London Berkshire, and Oxford.

For this purpose a full UK driving license is essential. If you are interested in working for a fast paced, progressive and dynamic organisation as a Resident Liaison Officer then please see below.

#### Responsibilities of the Resident Liaison Officer:

Maintain and develop all tenant/residents related activities including close working relationships with all external stakeholders

- Assist in delivering excellent customer service
- Undertake any customer related initiatives including door-to-door surveys, visits to housing offices and telephone interviews
- Record and escalate issues that cannot be resolved locally.
- Ensure that all supporting documentation is completed accurately and in good time.
- Advise, coach and support operational staff using structured performance management systems as required.
- Review services, prepare reports and provide analysis.
- To promote and deliver a high standard of customer care for all residents
- Maintain a safe working environment at all times, reporting any incident or hazard in the workplace and taking health and safety advice where appropriate.
- Be responsible for auditing and collating accurate data, producing high-quality documentation primarily for legislative, contractual, and 'Good Industry Practice' in order to achieve compliance.

#### Qualifications

#### Hiring organization

City Calling

#### Employment Type

Full Time

#### Beginning of employment

ASAP

#### Duration of employment

Permanent

#### Industry

Security

#### Job Location

84-88 Munnelly House, HA1 4HZ,  
London, Harrow on the Hill, UK

#### Working Hours

8-5

#### Date posted

7th June 2019

#### Valid through

31 July 2019

Ideal candidates must have at least 2 years' experience in a similar role, a current driving licence and be very keen to develop a career in the housing sector.

**The Package:**

This is a full PAYE salary paid position paying up to £30K a year depending on experience.