

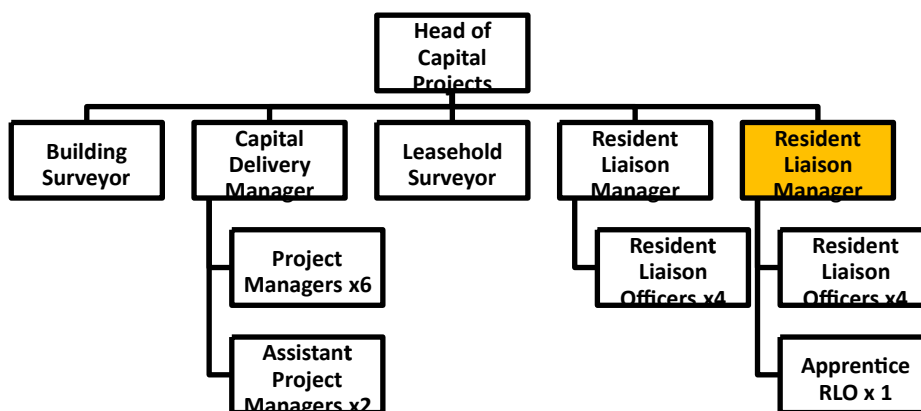
JOB DESCRIPTION

Job Title	Resident Liaison Manager
Department	Housing Management
Section or Service	Capital Delivery – Property Services
Grade	G

DESIGNATION:

Responsible to:	Head of Capital Delivery
Employees directly supervised (if applicable):	Up to six: four Resident Liaison Officers, one Apprentice RLO

Family Tree:



1. JOB PURPOSE:

- The post holder will lead on resident engagement to ensure effective planning and service delivery of major works to the value of £360 million over a period of seven years.
- Managing a team of up to four Resident Liaison Officers, and one Apprentice, the post holder will be responsible for ensuring that residents are at the heart of project delivery.
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2. DESCRIPTION OF DUTIES:

1. To lead & manage a Team of Resident Liaison Officers
2. Manage the relationships between Contractors, Residents & Delivery Consultants in conjunction with the Project Managers to ensure a high-quality project delivery.
3. Develop and coordinate communication plans; tailored to each specific project.
4. Refine and implement the resident consultation process, to ensure residents have real influence on what and how capital works are delivered.
5. To lead the creative design and innovative engagement and consultation approaches to ensure we hear from a diverse range of residents.
6. Manage and distribute duties across the team to ensure an effective delivery of projects.
7. Lead on resident and contractor engagement; ensure that there is a consistent approach across all capital works projects and act as senior point of liaison for the delivery of capital works projects.
8. Co-ordinate and work closely with internal colleagues to ensure delivery of a joined-up approach to the capital works programmes.
9. Proactively resolve any issues causing conflict between contractors, consultants, residents and internal stakeholders
10. Oversee multiple projects allocated to the Resident Liaison Officers to help ensure the delivery of projects on time and within budget.
11. Provide advice to internal colleagues on engagement and delivery.
12. Promote and engage with Resident Associations and Compacts.
13. Ensure processes & reports are in place to support the Project Managers in the delivery of the works.
14. Develop & implement a residents / leasehold panel to review performance of projects and address lessons learnt.
15. Proactively resolve conflict situations as a key member of the Council's complaints escalation process
16. Devise & implement a system of capturing / monitoring and reporting on defects / customer satisfaction & complaints that arise during the delivery of capital projects.
17. Manage health & safety requirements of the team (i.e., lone working & liaison with Health & Safety) and ensure that they are being adhered to.
18. Manage & support team development and performance through 1-2-1's.
19. Ensure that all information systems are appropriately maintained so that colleagues have access to relevant and up to date information.

20. Work collaboratively with colleagues across the organisation and the council to ensure effective service provision and achievement of corporate objectives, including contributing to business and service planning, risk management and business continuity.
21. Ensure that organisational expectations in relation to complaints handling, resident engagement and equality & diversity are met.
22. Undertake other duties relevant to the nature, scope and level of the role as necessary, including organising and attending evening & weekend meetings where appropriate.
23. To contribute to budget monitoring for relevant projects & ensure all funding streams are effectively controlled within cash limits.
24. Identify opportunities to contain & reduce expenditure, delivering services more effectively
25. Develop staff to realise their potential, manage their careers, thereby delivering improved outcomes for all parties.
26. Promote accountability amongst all staff to provide value-for-money services to achieve the best use of resources.

I agree to the above job description

Post Holder..... **Date**.....

Head of Service..... **Date**.....

3. DIMENSIONS:

RBKC has a £250m, 7-year capital investment plan.

I agree to the above job description

Post Holder..... **Date**.....

Director / Chief Officer..... **Date**.....

SELECTION CRITERIA/PERSON SPECIFICATION

	Resident Liaison Manager
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Degree or equivalent relevant experience

C

Skills; Experience and Attitude

Essential:

- Significant Knowledge of construction industry & site operations including building regulations and current housing legislation
 - Able to demonstrate previous experience of successfully delivering services in a resident centred environment, securing value for money & high levels of customer satisfaction.
 - Knowledge of Health & Safety matters
 - Knowledge of current developments in housing policy & customer service
 - Excellent Customer Service skills
 - Adept at using initiative & seeking innovative solutions to complex problemsExperience of working with tenants & leaseholders whose homes are undergoing capital works
 - Can create and maintain constructive working relationships with people at all levels, both internally and externally
 - Strong analytical & problem-solving skills
 - Previous experience of resident engagement, preferably in the housing sector
 - Excellent verbal and written communications skills
 - Commitment to public service & giving great customer service.
 - Ability to work flexibly including evenings and weekends as required • IT Skills in Outlook, Word & Excel
 - Experience of overseeing and/or managing contractors
 - Excellent organisational skills
 - Ability to resolve conflicts proactively and empathically.
 - Experience of working in a Project Management environment
 - Ability to get buy in & commitment to the delivery of Capital Works projects from key stakeholders, including contractors, residents, and delivery consultants.
 - Continuously develop and update professional expertise & that of the Team.
 - Possess attention to detail & an understanding of the importance of robust data management.
- Robust approach in protecting the Council's interests.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.