

Job Specification - External



Job Title	Resident Liaison Officer
Department	Property Services
Location	Orpington
Reporting to	Site Manager
Responsible for	N/A

Role Overview:

- The role of the Resident Liaison Officer is to assist with the smooth running and progress of projects, building and maintaining positive relationships between the residents, Sub-Contractors, Client representatives and the Lakehouse team members and to assist Lakehouse to meet and improve their business plan KPI target.

Job Specification

Job Title: Assistant Accountant

Qualifications and experience:

- GCSE English & Math's
- Customer Service
- Confident ability to use Word, Excel, Spreadsheets, Email and Databases
- Excellent face-to-face and telephone communicator

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Responsibilities:

- To be the first port of call for residents who are experiencing difficulties with the implementation of planned maintenance works
- To liaise closely with residents in their homes, to discuss their specific circumstances and create household profiles to assist the delivery of planned maintenance works programmes with the minimum of disruption
- To keep all lines of communication open between all parties to ensure the smooth running of the works
- To maintain up to date records of documentation
- To minimize and manage complaints
- Deliver prompt, accurate and relevant information through written and verbal correspondence
- To attend resident's meetings which may occur outside of working hours
- To produce weekly reports on projects for the Lead / Senior Resident Liaison Officer
- To be able to source information from various agencies to ensure the correct information is collated
- To assist the site team to plan and organize sequence of works according to the information received
- To carry out written and photographic condition surveys of properties prior to the works

What We Offer:

- 20 days annual leave plus bank holidays
- Holiday increments for long service
- Flexible benefits
- Share save scheme
- Pension

Necessary skills and abilities:

- Ability to understand, organize and analyze information received to identify your response
- Ability to assess situations and determine the objectives with a clear concise well organized reply
- To be able to eliminate or reduce causes to any root problems
- Must be confident to work alone
- Have a full UK driving license and access to own vehicle
- Empathetic communicator able to see things from other people's point of view
- Well presented and proactive
- Able to get on well with others and be a team player
- Sufficiently mobile and flexible towards hours and place of work
- Clear focus of quality of service