



## Job Description and Person Specification

<b>Job Title</b>	<b>Project Liaison Officer - Asset</b>
<b>Job Grade</b>	<b>NCC F</b>
<b>Reports to</b>	<b>Project Manager</b>
<b>Direct Reports</b>	<b>None</b>
<b>Other Resources</b>	N/A
<b>Role Purpose</b>	<ul style="list-style-type: none"> <li>To provide an effective and efficient tenant liaison point of contact for customers and to provide an appropriate coordinating role within the Support Services section of Asset Management.</li> </ul>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>To be the first point of contact for customer information for Nottingham City Council Housing Services (NCCHS), co-ordinating a comprehensive service ensuring effective liaison.</li> <li>To liaise with customers on investment plans for all projects providing them with guidance, this will include attendance at Constructor Partner monthly surgeries, open days and any other corporate events where requested.</li> <li>To investigate and pursue customer enquiries on a variety of issues to resolve customer problems including interviewing relevant parties effectively and efficiently and report findings in written and verbal form to the Project Manager.</li> <li>To assist in the delivery of the Asset Management programme, including providing management with statistical information and report and dealing with customer complaints, refusals, no access &amp; Occupational Therapy referrals.</li> <li>To assist and ensure that Access and refusals are dealt with in line with procedures.</li> <li>Lead and participate in tenant and leaseholder consultation.</li> <li>Formulate and manage procedures relevant to the project liaison officer role.</li> <li>Hold monthly review meetings ensuring minutes are taken and shadowing the Constructor Partners Tenant Liaison</li> </ul>



	<p>Officers and monitoring and reporting on their performance.</p> <ul style="list-style-type: none"> <li>• To undertake site visits as required, advising and supporting customers and providing a point of contact for future NCCHS queries.</li> <li>• To access, input and interrogate computer data and produce reports e.g. produce statistical reports on customer satisfaction levels.</li> <li>• Coordinate project messages with stakeholders and departments within Nottingham City Council.</li> <li>• To undertake reviews on areas of customer dissatisfaction to identify specific trends, key areas for concern and produce reports for management on a monthly basis.</li> <li>• Responsible for the management of decoration points and maintaining appropriate records and budgets.</li> <li>• Manage the Asset Management OT referral process including liaising with the Occupational Therapist and Design Property Services.</li> <li>• To attend meetings as required.</li> <li>• To ensure information is used within Data Protection and any other relevant legislative guidelines.</li> </ul> <p><b>4. GENERIC RESPONSIBILITIES:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate and promote excellent standards of customer care in the context of NCCHS' Mission, Vision and Values, to uphold the Equality and Diversity policy and to participate in training activities necessary to your post.</li> <li>• Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through the menu of involvement for tenant involvement.</li> </ul>
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Signed and agreed by the post holder..... Date.....



**PERSON SPECIFICATION: Project Liaison Officer- Asset**

Requirements	Essential – E /Desirable - D
<b>Experience and knowledge</b>	
<ul style="list-style-type: none"> <li>• Experience of undertaking general office management.</li> <li>• Proven ability to work in a pressurised environment under own Initiative.</li> <li>• Able to demonstrate skills to improve services and performance for our tenants and leaseholders.</li> <li>• Experience of developing services to achieve and maintain top quality performance in service delivery, within a Value for Money framework.</li> <li>• Proficient in the use of Microsoft Office word processing and spreadsheet software packages.</li> <li>• Knowledge and experience of using IT as an analytical and management tool.</li> </ul>	<p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p>
<b>Skills &amp; Abilities</b>	
<ul style="list-style-type: none"> <li>• Excellent organisation and prioritisation skills.</li> <li>• Good interpersonal skills and a proven ability to communicate effectively at all levels.</li> <li>• Able to develop and present written or verbal information in a clear and concise manner.</li> <li>• Must hold a Driving licence with access to a vehicle</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>• National Vocational Qualification (NVQ) Level 3 in Customer Service. A candidate not possessing the qualifications listed above but with a substantial and clearly established track record of success in a relevant field may also be considered</li> </ul>	<p>D</p>
<b>Behaviours</b>	
<ul style="list-style-type: none"> <li>• Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required.</li> </ul>	<p>E</p>

**Author**.....

**Date**.....