



Job Description and Person Specification

Job Title	Project Liaison Officer – Commercial Services
Job Grade	NCC F
Reports to	Project Manager
Direct Reports	None
Other Resources	N/A
Role Purpose	<ul style="list-style-type: none"> To provide an effective and efficient tenant liaison point of contact for customers and to provide an appropriate coordinating role within the commercial work stream in our property service.
Key Accountabilities	<ul style="list-style-type: none"> 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. To liaise with customers on investment plans and works programmes for all projects providing them with guidance, this will include attendance at individual customer inductions, Constructor Partner monthly surgeries and the like, open days and any other corporate events where requested. 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 Site Manager and/or Project Manager. To ensure that all complaints are actioned in accordance with NCCHS Complaints Policy, escalating to the Project Manager where necessary and promote a culture whereby tenants and customers are listened too at all times. To ensure compliments are recorded and used in a way to promote the business and engage the workforce. To assist in the delivery of the commercial programme, including providing management with statistical information and report and dealing with customer complaints, refusals, no access & Occupational Therapy referrals.

	<ul style="list-style-type: none">• To ensure the customer is kept informed during the works and be a point of contact for any queries or information that is required.• To assist and ensure that access and refusals of access are dealt with in line with NCCHS procedures.• Lead and participate in tenant and leaseholder consultation where required.• Holding regular meetings with other PLO's across the business to discuss performance and investigate ways of improving the service delivered.• Where necessary input information into NCCHS systems during and upon completion of the property to ensure all records remain up to date, this includes Delcam, Northgate etc.• To undertake site visits as required, advising and supporting customers and providing a point of contact for future NCCHS queries.• Gather tenant satisfaction data upon completion of works within each home. Provide action plans in co-operation with Project Manager to improve performance based on the information and feedback given.• To access, input and interrogate computer data and produce reports e.g. produce statistical reports on customer satisfaction levels.• Coordinate project messages with stakeholders and departments within NCCHS and Nottingham City Council (NCC).• 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.• Responsible for the management of decoration points and maintaining appropriate records and budgets.• To ensure information is used within Data Protection and any other relevant legislative guidelines.
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	<ul style="list-style-type: none">• Help promote Commercial Services and its achievements by liaising with the Communications Team to publish positive news stories via social media, company publications and outside media sources.• Demonstrate and promote excellent standards of customer care in the context of NCC's Mission, Vision and Values, to uphold the Equality and diversity policy and to participate in training activities necessary to your post.• 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.
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Created: April 2021

Signed and agreed by the post holder..... Date.....


PERSON SPECIFICATION – Project Liaison Officer – Commercial Services

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Experience of undertaking general office management. 	D
<ul style="list-style-type: none"> • Proven ability to work in a pressurised environment under own initiative. 	E
<ul style="list-style-type: none"> • Able to demonstrate skills to improve services and performance for our tenants and leaseholders. 	D
<ul style="list-style-type: none"> • Experience of developing services to achieve and maintain top quality performance in service delivery, within a Value for Money framework. 	E
<ul style="list-style-type: none"> • Proficient in the use of Microsoft Office word processing and spreadsheet software packages. 	D
<ul style="list-style-type: none"> • Knowledge and experience of using IT as an analytical tool. 	E
Skills & Abilities	
<ul style="list-style-type: none"> • Excellent organisation and prioritisation skills. 	E
<ul style="list-style-type: none"> • Good interpersonal skills and a proven ability to communicate effectively at all levels. 	E
<ul style="list-style-type: none"> • Able to develop and present written or verbal information in a clear and concise manner. 	E
<ul style="list-style-type: none"> • Full Driving licence with access to a vehicle 	D
Qualifications	
<ul style="list-style-type: none"> • 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 	D
Behaviours	
<ul style="list-style-type: none"> • Ability to challenge discriminatory attitudes, statements and behaviour. 	E
<ul style="list-style-type: none"> • 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. 	E