

## **BRIGHTON & HOVE CITY COUNCIL**

### **JOB DESCRIPTION**

**JOB TITLE:** Partnership & Resident Liaison Officer  
**REPORTS TO:** Customer Service Manager  
**DEPARTMENT:** Housing  
**SECTION:** Property & Investment

### **PURPOSE OF JOB**

To assist the Customer Service Manager in delivering excellent customer service for Property & Investment services. Actively seeking to identify, understand and meet customer needs and to effectively monitor all areas of the teams work through organised and effective involvement and engagement of our residents and contractors.  
To liaise with all Property & Investment teams and external contractors to ensure that the customer experience is as positive and effective as possible.

### **PRINCIPAL ACCOUNTABILITIES**

1. Responsible for the building of effective liaison relationships with all customers and stakeholders.
2. Responsible for carrying out the agreed objectives of Property & Investment and to assist on the provision of tenant, leaseholder and contractor communications.
3. Assist the Customer Services Manager on the establishment and achievement of targets as required.
4. Engage with and obtain the support and input of other stakeholders in order that the service is developed to the optimum level. Working closely with contractors and partners.
5. To adopt the role of customer champion in terms of customer care within the team.
6. To develop and apply existing systems to monitor and to carry out leaseholder consultation and to assist in ensuring compliance in all regards with the service charges, consultation requirements and regulations.
7. Responsible for updating and tracking systems to ensure accurate information is recorded and maintained.
8. To assist in ensuring that proper levels of service charge are recoverable from leaseholders in respect of all works.
9. Collectively responsible for the investigation and satisfactory resolution of complaints and enquires from residents, members and colleagues.
10. To advise and support the Property & Investment team in general communication and resident consultation.
11. To be available to attend resident, leaseholder and contractor meetings outside of normal working hours.

## **Equalities**

To uphold and carry out the duties of the post with due regard to the City Council's Inclusive Council Policy.

## **Health & Safety**

You must be prepared to be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety of such employees and areas of the workplace as fall under your direct control and for complying with legislation relating to such works and contracts as are within your direct responsibility.

## **General**

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required. Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. You will be consulted about any proposed changes.

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**PERSON SPECIFICATION**

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**ESSENTIAL CRITERIA**

**Job Related Education, Qualifications & Knowledge**

- Proven experience of working within customer/contractor service.
- Good understanding, skill and ability relating to tenant liaison and or leasehold management services.
- An understanding of leasehold management in general. Specifically consultation requirements under sections 18-30 of the Landlord and Tenant Act 1985.
- Knowledge of building terms and the ability to apply these in an customer services environment.

**Experience**

- Experience of working with a number of high value and complex disputes and complaints concurrently.
- Experienced at providing excellent customer service.
- Experience of direct customer communications and producing excellent written correspondence.
- Experience of working within a political environment.

**Skills/Abilities**

- Comprehensive IT skills.
- Excellent interpersonal and communications skills.
- Good letter and report writing skills.
- Able to handle demanding customers.
- Able to convey information clearly and succinctly.
- Able to build strong working relationships across teams and with external partners.
- Able to manage, report and analyse large data bases.
- Well organised and able to adhere to deadlines.
- Proactive team worker.

**Equalities**

- To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Inclusive Council Policy.