

Job Description

Job Title:	Project Support and Tenant Liaison Officer
Directorate	Assets and Property Services
Department:	Assets & Property
Location:	Rising Sun Industrial Estate, Blaina
Reports to:	Lead Project Support & TLO
Date JD Agreed:	August 2022

Job Purpose

This post will play a key role in supporting the Director of Assets & Property and the Management team to deliver an excellent level of customer service at all times, to promote Tai Calon Community Housing and the functions of the Team.

To provide all aspects of clerical and administrative assistance to the Assets & Property Teams, and to work closely with the Assets & Property Teams to support their tenant liaison functions. Before, during and after works ensuring that our tenants and leaseholders are left fully satisfied after receiving works to their homes.

Values

Our values that support our Vision, Mission and Aims are CALON. These values are vital to supporting our work as an organisation and are encouraged as our culture and way of working.

- **C – Creativity:** we want people to think differently, challenge processes where they can see improvement, and take risks.
- **A – Authentic:** we want people to be themselves and be open, honest and trustworthy, and act with integrity.
- **L – Learning:** we want people to understand the importance of learning as an ongoing approach to success in their roles.
- **O - Ownership:** we want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.
- **N – Not on your own:** we are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

Core Responsibilities & Accountabilities

- To be the first point of contact for customer information for Tai Calon Community Housing (TCCH), coordinating a comprehensive service ensuring effective liaison.
- To liaise with customers on yearly investment programmes providing them with guidance, this will include attendance at Contractor monthly meetings, open days and any other events where requested.
- To assist in the delivery of the Asset Management strategy, including providing management with statistical information.
- Explain to and educate tenants and leaseholders about the benefits, installation and operation of new building elements, fixtures, fittings and technologies to achieve maximum efficiency, minimum energy costs and minimise condensation risk.
- Recognise the indicators of tenants and leaseholders in fuel property and provide suitable advise.
- Provide general energy and condensation advise.
- 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.
- Provide project administration support to the Assets & Property Teams.

Detailed Tasks

Project Support

- Support the Assets & Property teams by providing administrative support in all elements of the team's activities and projects, including record keeping, taking minutes, photocopying, filing, arranging asbestos surveys, applying for building notices, arranging appointments for tenants, arranging meetings, diary management, distribution of communications etc.
- Input and maintain records on the correct Tai Calon database including NPS, RAMIS and PIMMS Systems, ensuring the effective and accurate maintenance of all files and associated documentation.
- Administrate Tai Calon complaints procedure, in line with the corporate complaints procedure, to ensure that complaints are resolved.
- Administrate tenant satisfaction monitoring to support the production of regular performance reports for tenants and Construction Partners.
- Undertake appropriate project work, commensurate to the post which will include data collection and research.
- Support with organisation of the Assets & Property team diaries, to prioritise and rearrange meetings on behalf of the Team, wherever necessary.

Tenant Liaison Support

- Work closely with Assets & Property Teams to support their tenant liaison functions and responsibilities.
- Visit tenants directly (and indirectly through the contractor's Tenant Liaison Officers or Tai Calon Surveyors) to explain the nature and scope of work involved, conduct a 'site introduction', ascertaining their individual requirements, arrange appointments/start dates and monitor access to individual properties.
- Liaise with our Contractor's site management and Tenant Liaison Officers to ensure that specific or special needs are identified, and that communication and working practices are adjusted accordingly where practicable.
- Ensure tenants receive agreed written and verbal notifications of the commencement of works and receive regular communication in the format of their choice/ identified need
- Undertake satisfaction surveys with tenant at key stages within the contract process and prepare the necessary reports and reporting procedures.
- Carry out follow up tenant courtesy visits. Give information on a range of initiatives and partnerships that may be of interest to the tenant and signpost further support agencies.
- Consult with family and carers where needed to ensure the needs of the tenant are fully understood.
- Enact the decant protocol & other procedures associated with dealing with the needs assessment which includes liaising with tenants on regular basis, supporting the move, ensuring decant agreement is logged and signed off, liaising with other departments such as Gas Team to ensure health and safety compliance for both properties
- Visit tenants and leaseholders in their homes and teach them how to operate
- Carry out follow up visits to ensure they understand how to operate new building elements, fixtures, fittings and technologies to achieve maximum efficiency, minimum energy costs and minimise condensation risk.
- Sign post households thought to be in fuel poverty to relevant departments/ agencies.
- Provide general energy and condensation advise to tenants and leaseholders.

Key working Relationships

- Support robust stakeholder engagement by developing and maintaining relationships with partner's agents, contractors, consultants, employees, tenants, leaseholders and members of the public.
- Work collaboratively with the wider Assets & Property Teams and other internal colleagues to ensure that projects are supported and meet corporate objectives and time, cost and quality objectives.
- Actively consult with stakeholders, specifically tenants, in the formulation of new projects and partnership proposals and keep them informed of progress, this may involve dealing with vulnerable people in complex situations

- Work proactively with contractors, tenants, leaseholders and residents on a daily basis to effectively resolve, queries, disputes and customer complaints, often in complex or difficult circumstances.
- The post holder will also promote awareness and changes in their service area through meetings, training, presentations and public events.

Responsibilities for Resources

Financial Management

- Ensure all payments are allocated to correct cost centres within approved budgets and in compliance with agreed procedures.
- Ensure all compliance risks and issues that arise within the team are highlighted to the Manager or project sponsors.
- Manage a small budget, order, record and distribute PPE to site and office based staff.

Risk, Health, Safety & Environmental

- Working collaboratively to ensure works are managed in a safe manner and risks are mitigated
- Work proactively with the Health and Safety Advisor to minimise Health and Safety incidents and ensure that lessons learnt are fully and properly embedded.
- To comply with the relevant sections of TCCH's policy statement on Health and Safety and Welfare at Work.

Performance

- Contribute to overall performance of the team and performance against corporate objectives and KPIs.
- Effective service management to ensure continued sustainability, viability and improvement in Tai Calon's services.

Work Environment

- The physical environment requires the employee to work both inside the office and outside on site visits on a daily basis in heat/cold, wet/humid, and dry/arid conditions, dependant on the season.
- Frequently required to use personal protective equipment when on site visits.
- Post holder needs to be able to prioritise work against conflicting demands
- Extensive periods [up to 5hours daily] working on computer for word processing, creating presentations, email and inputting data and planning.

- Frequent periods of prolonged concentration when analysing a wide range of complex information and data including undertaking research and synthesizing findings into reports.
- Occasional direct exposure to difficult circumstances, for example when delivering difficult or unwelcome messages to tenants.

Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy.
- Apply the principles of Service 1st to their work at all times.
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Project Support and Tenant Liaison Officer	Application Form	Interview	Practical
		1. QUALIFICATIONS			
✓		Educated to level 2 of the National Qualification Framework for England, Wales and Northern Ireland	✓		
	✓	Asbestos Awareness Level 1 Certificate	✓		
		2. KNOWLEDGE			
	✓	Knowledge of and an understanding of the contract process	✓	✓	
	✓	Knowledge of and an understanding of micro renewable technologies	✓	✓	
	✓	Knowledge of and an understanding of fuel poverty	✓	✓	
	✓	Basic knowledge of and an understanding of energy use and condensation	✓	✓	
	✓	Knowledge of the social housing sector in Wales		✓	
		3. EXPERIENCE			
✓		Demonstrable experience within a similar role of similar responsibilities	✓	✓	
✓		Experience of using Microsoft Office including Word, Excel & PowerPoint.	✓		✓
✓		Demonstrable experience of working in a customer focused environment with Tenant, Leaseholders and residents		✓	
✓		Experience of using databases e.g. RAMIS		✓	
		4. SKILLS			
✓		Be able to demonstrate excellent written and verbal communication skills	✓	✓	
✓		Able to use a variety of communication techniques and adapt communication style to the audience		✓	

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		JOB TITLE: Project Support and Tenant Liaison Officer	Application Form	Interview	Practical
✓		To listen to the views of others and reflect effectively on own practice			✓
✓		Customer focussed and excellent people skills, very personable and able to develop good working relationships.		✓	
✓		Be able to network confidently and establish operational relationships with target groups, potential partners and external stakeholders.		✓	
✓		Be able to build trust quickly with new people and educate people in the use of new technologies	✓	✓	
✓		Good negotiation skills to gain access to properties, facilitate works, ensure technology is used correctly and homes are used in a manner that reduces the risk of condensation.	✓	✓	
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work.	✓	✓	
✓		Strong organisational and time management skills with the ability to manage day to day workload with minimal supervision and the ability to cope under pressure in a busy office environment	✓	✓	
✓		An effective Team player who is capable of coping with changing circumstances and demands		✓	
✓		Able to problem solve and makes sound judgements of decision when required.		✓	
✓		Negotiates effectively showing a willingness to find a common ground.		✓	
✓		Ability to analyse data and statistical information and use it to develop, monitor and improve services.	✓		✓
	✓	Welsh Language Skills	✓		
		5. ATTRIBUTES			
✓		Tenant and customer focussed and commitment to Service First principles.	✓	✓	

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		JOB TITLE: Project Support and Tenant Liaison Officer	Application Form	Interview	Practical
✓		Demonstrates integrity and support for organisational values.	✓	✓	
✓		Committed to ongoing personal development	✓		
✓		Must be a self-starter, driven and enthusiastic		✓	
✓		Open to change and demonstrate a positive, solution focused attitude.		✓	
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
	✓	Flexible, willingness to work outside of normal working hours	✓		
		6. Other			
✓		Will need to be able to travel as part of the job, in a timely manner	✓		
✓		Requires Disclosure and Barring Service (DBS) check	✓		