

Lancaster City Council - Job Description & Person Specification

Job Title:	Customer Liaison Officer	Grade:	GG57	Job Code:	LCC908
Service/Team:	Housing and Property	Role Type:	HYBRID	Reports to:	Customer Service Supervisor
Line Manages:	n/a				

Job Overview

Overview

The Customer Liaison Officer is a key member of the Council Housing Customer Services team, working in close partnership with the Repairs and Maintenance Service. (RMS) This role plays a vital part in enhancing communication with tenants, supporting the efficient scheduling and completion of repairs and maintenance tasks to deliver a smooth and responsive service experience.

This role will also interact with contractors to ensure our standards are being met and tenants kept informed around progress of contractor work as well as ensuring effective communication for a range of minor and major works.

This role provides support across all Council Housing services, with a particular emphasis on assisting the Complaints Performance Officer in analysing complaint trends and working alongside the Community Engagement Team to gather tenant feedback and identify opportunities for service improvement.

This role will also monitor our performance around repairs by analysing the results of our repairs surveys and helping to address those areas where we are scoring less highly.

Direct Responsibilities

- Act as a point of contact for tenants regarding repairs and maintenance scheduling.
- Communicate clearly with tenants about when jobs and inspections will be fulfilled and any changes to schedules.
- Ensure the relevant jobs are effectively scheduled and monitored.
- Liaise with the responsive repairs manager to ensure there is effective communication on those jobs requiring further visits or where materials are awaited.
- Work closely with the complaint's officers within the Council Housing Service to ensure effective complaint resolution and timely completion of outstanding jobs.
- Maintain accurate records of job progress, tenant communications, and follow-up actions when a complaint has been raised.
- Support the Community Engagement Manager to gather feedback from tenants and help identify opportunities for service improvement.
- Engage with tenants in their homes and local communities to gain insight into the issues they face and relay this information to the appropriate teams for action.
- Liaise with our tenants via phone, text, email, letter and face to face. Listening to the issues they are raising to ensure effective resolution of the matters raised.
- This role requires excellent interpersonal skills in dealing with members of the public as well as both senior and junior colleagues and having the ability to challenge, influence and win the support of others to

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achieve the aims of the service.

Primary Measurable Objectives

- To see a reduction in the number of unscheduled or overdue jobs.
- Improvement in tenant satisfaction scores related to repairs and maintenance communication.
- Timely follow-up and resolution of jobs requiring further visits or awaiting materials.
- Working with the Repairs and Maintenance Manager and Customer Experience Manager to hold regular meetings around the performance of the Repairs and Maintenance Service to plan and monitor areas where improvement is needed. Paying particular focus to improving communication and reducing the number of overdue jobs.
- To see a reduction in the number of complaints being received where the primary reason for the complaint is due to a lack of communication between the Council Housing team and the tenant.
- To support the RMS manager, and the wider RMS management team including the responsive repairs manager senior surveyor, minor works manager, major works manager, Voids / Empty homes Manager, and electrical manager (qualifying supervisor) to monitor contractor performance and to produce regular reports for the Repairs and Maintenance Manager to help drive up standards.

Staff Management Responsibilities

- Although this role does not have any direct line management responsibility they will work very closely with all teams within Council Housing, especially the following teams.
Customer Services, The Repairs and Maintenance Service, The Complaints Officers and the Community Engagement Team.
- As part of this role, you will be responsible for liaising with the Repairs and Maintenance service and our tenants to ensure work is completed in a timely manner and that tenants are getting regular updates when work is outstanding. As well as challenging teams to improve performance and working with them to achieve this.
- You will provide regular performance reports to the Customer Experience Manager and the RMS Management Team.

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<p>Knowledge of Microsoft products, especially excel to be able to analyse data.</p> <p>Ability to produce reports to a high standard to be shared with senior managers within the Council Housing Service.</p>	Experience of working within a busy Council Housing Service.	App Form, Interview, Certificate
Experience	<p>Experience of working closely with both junior and senior colleagues to drive through improvements in service delivery.</p> <p>Have worked in a busy customer focused environment.</p>		App Form, Interview
Job Related Skills, Knowledge & Abilities	<p>To be able to analyse data to present this to senior management to drive through improvements.</p> <p>To be able to use your own initiative and be responsible for</p>	To have used both Ohms and Total to track repairs from being reported through to completion.	App Form, Interview

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	<p>the decisions that you make within an agreed framework; only consulting senior managers when required.</p> <p>To be highly organised and be able to monitor and track issues to their resolution.</p>		
<p>Personal Attributes Including Interpersonal & Communication Skills</p>	<p>Excellent interpersonal skills.</p> <p>Be able to present complex information through report writing.</p> <p>Customer focussed when developing processes ensuring our residents are at the heart of everything that we do</p> <p>Cross functional working skills – Able to build and maintain positive relationships and to question / challenge constructively and influence colleagues to ensure customer focussed outcomes.</p> <p>Be an excellent communicator verbally and in writing.</p> <p>Work well on own as well as part of a team.</p> <p>Ability to deal effectively with sensitive and confidential information.</p> <p>Ability to work to internal and statutory deadlines.</p>		App Form, Interview

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Special Requirements/Other	<p>This role will require you to work from various locations within the district. Not restricted to: Lancaster and Morecambe Town Halls, Community Venues, The Repairs and Maintenance office as well as visiting tenants' homes' when required.</p> <p>This job is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English is an essential part of the job.</p> <p>There will be a requirement to work occasionally at the weekend and / or weekends although most of the hours for this post will be during standard office hours Monday to Friday.</p>		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	