

Tenant Liaison Assistant (LTC until February 2019) – Grade 4, SCP 16 - 22 (£21,661 - £25,855) commencing on point 16.

Working as part of the Housing team you will provide an effective and efficient point of contact for tenants and customers in relation to home improvement works being carried out in tenant's homes. Candidates must have 3 GCSE's (including English and Math's at Grade C or above), 2 years' customer services experience, good communication skills and a full clean valid driving licence.

Application pack for the above vacancy can be obtained from the HR Department on 696455, downloaded from www.douglas.im or collected from Henry Bloom Noble Library. The closing date for the receipt of completed applications is 5.00 pm, on Friday, 28th July 2017.

DOUGLAS BOROUGH COUNCIL JOB EVALUATION SCHEME JOB DESCRIPTION

DEPARTMENT	Housing & Property
SUB-SECTION	Housing & Property
DESIGNATION	Tenant Liaison Assistant
REPORTS TO	Assistant Property Manager (Capital)
DURATION	Limited Term Contract - expires February 2019
HOURS OF DUTY:	Monday – Friday (37 hours per week) (daily: 8.45 am – 5.15 pm with 1 hour 10 minutes for lunch)
GRADE:	Grade: 4 (SCP 16 – 22) (£21,661 - £25,855)

MAIN PURPOSE OF THE JOB

Work as part of the Housing & Property Services Team, providing an effective and efficient point of contact for tenants and customers encompassing all aspects of tenant liaison communication and administration in relation to home improvements works being carried out in tenants' homes within Douglas Borough Council ensuring the successful delivery of the Willaston, etc., Capital Investment Programme.

Make home visits to ensure tenants are fully consulted regarding options and choices and obtain agreed written and verbal notifications of the commencement of works. Provide a customer service support implementing and coordinating a dedicated tenant liaison function before, during and after major refurbishment works programmes, ensuring tenants / customers are left fully satisfied after receiving works to their homes.

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES

1. Maintain a customer-focused friendly and enthusiastic response to customer enquiries.
2. Ensure tenants are fully informed and consulted regarding progress of home improvement work and that tenants understand their role and involvement in the process.
3. Work with individual tenants, tenant groups and local organisations, i.e., emergency services, schools, etc., to communicate relevant information regarding proposed works, programme reviews and ongoing work.
4. Carry out consultation with individuals and other groups to ensure that customer / tenant participation and feedback is promoted, where appropriate.

5. Liaise with tenants at all stages of improvement works programme, visiting tenants directly (and indirectly through the Housing Officers) to:-
 - Arranging tenant attendance at open days
 - Explaining the scope and nature of the intended works
 - Making appointments with tenants at each stage of the refurbishment programme (when access to their homes is required or their views are being sought)
6. Answer queries, resolving problems and complaints that may arise or redirect where necessary.
7. Ensure individual requirements or special needs of clients are considered throughout the process.
8. Ensure comprehensive site records, including producing letters, monitoring and analysing site information and producing accurate statistics for progress meetings are maintained and kept up-to-date.
9. Ensure all administration functions including the production and distribution of letters, leaflets, newsletters, completion of relevant forms and site records are securely stored, analysed and reported on as appropriate.
10. Assist with undertaking reviews on areas of customer / tenant dissatisfaction to identify specific trends, key areas of concern and produce reports for management on a monthly basis.
11. Assist with ensuring a smooth handover to tenants once works completed.
12. Provide cover for the Housing Assistants at the Town Hall and the Maintenance & Technical Assistant at the Service Centre as required (annual leave, sickness absence, etc).
13. Develop and maintain good working relationships within the Housing Maintenance Team, internal Departments and external agencies to include liaison with the Department of Infrastructure, Department of Social Care, Police, Environmental Health, Project Teams, Contractors and other agencies as required.
14. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
15. Compliance with the provisions of the Isle of Man
16. Data Protection Act 2002, the Computer Misuse Act 1990, Council policies, procedures, Standing Orders and Financial Regulations and any other relevant legislation.
17. To be responsible for the health and safety of the staff of the Housing Section and for the safety of the public and other staff who come into contact with any aspect of Housing duties being undertaken.
18. To participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
19. Such other duties within a similar level of responsibility as may from time to time be required by the Assistant Property Manager (Capital), Housing & Property Manager, Assistant Chief Officer (Housing & Property) or Director of Housing & Property.

SELECTION CRITERIA

Essential

1. 3 GCSEs, including English and Mathematics, Grade C or above or equivalent.
2. 2 years' customer service experience (working with the general public, face to face and via the telephone).
3. Ability to collect data accurately and efficiently and monitor the collection and accuracy of data collected by others.
4. Good communication and significant experience in a customer service type role with the ability to deal politely and effectively with the general public as well as the ability to observe confidentiality in all aspects of work.
5. Self-motivated with the ability to work on own initiative as well as having the commitment, flexibility and motivation to be a constructive member of a Team.
6. ICT Literate.
7. Full valid driving licence and own vehicle (mileage allowance payable in accordance with the terms and conditions of employment).

Desirable

1. NVQ level 2 Certificate in Customer Service or equivalent.
2. Working knowledge of building construction and / or housing maintenance.
3. Experience of local government.
4. An understanding of the operations and functions of a local authority.
5. Knowledge of the Council's Standing Orders, Financial Regulations and the Isle of Man Government Procedures for Capital Projects (including requirements for Petitioning purposes).
6. Political sensitivity.

Signed _____ (_____)

Signed Line Manager _____ (Robin Green)

Signed Chief Officer _____ (Sue Harrison)

Date _____ 2017

Executive Committee Approval (date) N/A

Evaluation (date) 11/2013

Date (updated) 10/2014