HR reference only:

Job Description

Job Title: **Customer Liaison Officer**
Grade: **N6**
Reports To: **Regeneration Manager**
Number of Reports: **nil**

Key job element:

- Assist in the development, implementation and delivery of policies, projects or programmes being developed and delivered by NCC.
- Carry out home visits to customers affected by programmes and projects to offer advice and support and explain proposals, collect all relevant information from customers to determine options and assess the properties for the detailed implementation of the relevant project.
- Organise and attend full consultation with customers for example show homes, surgeries, consultation events, tenants meetings; support customers in dealing with any disturbance caused by renovation work to their home, including monitoring, recording and progress chasing matters to ensure they are resolved.
- Work collaboratively with technical officers, contractors, other divisions, service providers, agencies and customers to ensure projects progress, the programme on site is maintained and the customers' needs are met.
- Organise packages of support and a relocation service where required, ensuring adequate assistance is in place to meet the customer's needs.
- Gather information on properties and estates through home visits and estate inspections and provide feedback to ensure stock condition information is kept up to date.
- Collect satisfaction information from customers and ensure follow up action is taken; ensuring on- going learning from customer feedback to continuously improve and develop our service.
- Assist in the preparation of information to customers and produce reports on key work areas.