Person Specification

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

This area focuses on skills and knowledge required in the role.

Essential Criteria

- Experiential knowledge of housing and regeneration and delivering service objectives.
- Personable, enthusiastic and responsive with good planning and organisational skills, with demonstrable experience of working collaboratively with a range of stakeholders.
- Proven verbal and written communication skills; able to promote and deliver full consultation with a variety of audiences including residents, tenant organisations and other interested parties on investment proposals as well as responding to correspondence from customers and other interested parties.
- Ability to work collaboratively with technical and other professional services to achieve positive outcomes.
- Demonstrable experience of involving a wide range of stakeholders ensuring all issues are considered and appropriate solutions are delivered.
- Experience of providing support to vulnerable people and groups. Committed to delivering a high quality service to our customers.

Desirable Criteria

- Possesses and maintains a valid driving licence and is willing to drive as required for the role.

Additional requirements

- All employees are expected to be flexible within the scope of the role.