



## **JOB DESCRIPTION**

**POST:** Resident Liaison & Project Co-ordinator

**DEPARTMENT:** Property Asset and Compliance Team

**REPORTING TO:** Business Services Manager

**RESPONSIBLE FOR:** n/a

**GRADE:** 4

### **ORGANISATIONAL CONTEXT:**

This role is in the Property Asset and Compliance Team within our Housing Directorate.

### **MAIN JOB PURPOSE:**

To provide dedicated support to the Project Manager by delivering comprehensive day-to-day administrative assistance for housing capital projects. This role plays a vital part in ensuring the smooth delivery of programmes and projects, while also acting as the primary liaison for residents—facilitating clear, consistent, and empathetic communication.

## **DUTIES AND RESPONSIBILITIES:**

- Provide effective support for the everyday running of programmes and projects, in-accordance with the project management framework.
- Set up, undertake, and manage the customer/resident liaison across multiple programmes / projects.
- Attend customer/resident Liaison meetings either face to face or digitally to ensure a high performing customer centric service is delivered.
- Act as the point of contact for customer complaints and process in accordance with the complaints policy and procedure, including making recommendations for improvement.
- Produce customer briefing information, including regular updates on programme and project progress.
- Maintain and support the project management system in line with project requirements and data protection.
- Oversee programmes and project timetables, including communicating with team members to maintain key milestones.
- Provide support to ensure that budgets are maintained.
- Raise purchase orders and process payments when required.
- Ensure business systems are all kept up to date.
- Assist in the development of systems to enhance asset data and reporting.
- Support in the establishment of processes to monitor data quality and risk.

- Assist in the development and implementation of policies, standards, and guidelines.
- Produce capital and revenue works programmes.
- Liaise with other service areas within BMSDC to ensure all required information is supplied by them to enable the successful delivery of programmes and projects.
- Keep abreast of all organisational changes and business developments.
- Ensure compliance with all relevant policies and procedures.

## Additional information

- Does this job require a DBS check? **Yes**
- Does this job require a driving licence? **Yes**
- This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifying them from standing for or holding elected office. **Yes/No**

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

## PERSON SPECIFICATION

**The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.**

REQUIREMENTS	MEASURED BY:
The postholder must be able to demonstrate:	A Application form. I Interview. T/P Test/Presentation.
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
NVQ 3 /ONC level or equivalent level of knowledge through experience.	A/I
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
Demonstrable experience of assisting in project managing investment programmes and work projects.	A/I/T

<p>Demonstrable experience of setting up, undertaking, and managing the customer/resident liaison experience across multiple programmes/projects.</p> <p>Good understanding of Microsoft packages.</p> <p>Demonstrable experience of working in a multi-disciplinary project team.</p>	A/I/T A/I/T A/I
<b>SKILLS/ATTRIBUTES</b> <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<p>Excellent written and verbal communication skills.</p> <p>To be pro-active at all times, with a flexible, pragmatic approach to supporting and guiding staff and colleagues.</p> <p>To have the ability to build relationships with internal and external customers.</p> <p>To be able to operate independently representing a specialist area.</p> <p>To have the ability to prioritise conflicting demands when under pressure.</p> <p>To be able to communicate effectively, whether within a technical environment (of peers), or within an environment that requires the explanation of technical issues in plain English to the audience.</p> <p>To be able to consider and show respect for the views and opinions of others.</p> <p>A willingness to undertake training to meet changing needs.</p>	A/I/T
<b>BEHAVIOURS</b> Behaviours will be tested at interview against the Council's values (further detail below)	
<p>Empowering, valuing and developing our people</p> <p>Valuing our customers</p> <p>Being open and honest</p> <p>Taking ownership</p> <p>Being ambitious</p>	A/I/T A/I/T A/I/T A/I/T A/I/T
<b>EQUALITY AND DIVERSITY</b>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	A/I



# Our Values

...we believe in



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

