



Ipswich Borough Council Job Description: **B34a**

Customer Liaison Officer

Main Purpose of Job

To act as main point of contact and liaison between officers, tenants and contractors.

Main Duties

1. To act as the main point of contact between council tenants, officers and contractors in dealing with all issues concerning the repair and maintenance works to their properties. Keeping detailed log of all communications with tenants.
2. To ensure all necessary tenant liaison documentation is undertaken in accordance with the requirements of the contract and to assist the Project Manager including issuing identity cards and general administrative work
3. To regularly visit tenants and communicate any information that is required. This includes issuing written customer notifications of work, visiting tenants during and after the work, offering and recording tenant choices, demonstrating how new building components work and distributing questionnaires
4. Maintain contact and communication with tenants throughout to ensure they are fully informed of the work processes to ensure services are delivered effectively and efficiently
5. To resolve any issues that may arise with tenants and contractors whilst carrying out repairs and maintenance
6. To resolve all complaints or insurance claims on behalf of all Maintenance and Contracts service area in accordance with Council process and procedures. Ensure regular Communication with tenants, Councillors and Local MPs in respect of all claims.
7. To collectively input survey information via questionnaires in relation to work carried out by Maintenance and Contracts and provides a point of contact for all tenant enquiries.
8. To actively engage in the Health & Safety process by reporting any concerns or observations to the project management team while visiting tenants and sites.

9. To monitor and measure customer related performance statistics in line with Key Performance Indicators (KPI) in order to meet the service areas goals. Control and manage data collection for Maintenance and Contracts tenant satisfaction information

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



IPSWICH
BOROUGH COUNCIL

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Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	Educated to GCSE level or equivalent preferably with Maths and English		Certificates
Relevant experience	Proven Customer Services experience Experience of working in a customer focussed environment Sales experience in building or 'other' fields Ability to handle customers complaints in a professional manner in accordance with procedures Demonstrate a performance working culture	Proven success in a customer-based position Demonstrate an ability to use technology in a working environment Experience in Face to face cold calling on the public	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview
Specialist knowledge		Experience of dealing with insurance claims Knowledge of building and construction	Application/Interview Application/Interview

Personal skills	Capable of working effectively under own initiative within the bounds of delegated authority	Ability to represent the service at internal and external meetings.	Interview
	Experience of working in a team to achieve shared objectives		Interview
	Ability to communicate information to members of the public		Interview
	To be adaptable and flexible with change but maintain a consistent approach to work		
	Ability to communicate often complex information in a straightforward and easily understandable manner appropriate to the ability of the recipient		
	The ability to advise, persuade and negotiate with tenants and other parties utilising a range of communication skills		
	Ability to show empathy, use persuasion, negotiation and tact in a wide range of circumstances		
Special working conditions	Ability to work both alone and as part of a large and supportive team		
	Valid Driving Licence		