

Property Liaison & Quality Officer – Grade 10

Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work. As a Property Liaison & Quality Officer you will support the Team Leader/Assistant Team Leader and deliver the operational duties of their service/business area.

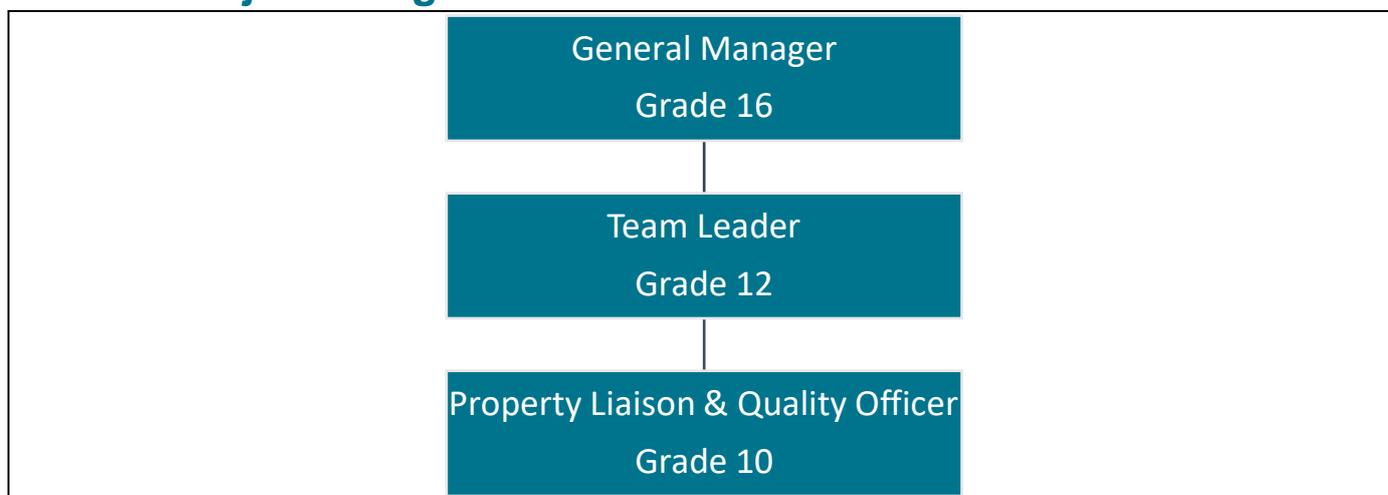
You will act as first point of contact for tenants to obtain information about the timing and progress of the improvement works being carried out to their homes and ensure tenants understand their own role and involvement in the process. You will also provide support to the administration of technical site records relating to customer contact.

This role is based within [Growth and Regeneration](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Working with all internal and external stakeholders to ensure the provision of a friendly accessible and smooth running schemes.
- Provide effective liaison with operational teams to ensure the timely delivery and planning of capital and revenue works.
- Working closely with site management and explaining to tenants the scope and nature of the works and the intended works programme.
- Consult with tenants and tenant groups and arrange meetings to communicate programme reviews, ongoing work, and receive feedback.
- Provide technical support and advice to tenants on issues including asbestos checks, mechanical and electrical works, decants etc.
- Ensure the smooth handover of properties to tenants following completion of works.
- Utilising the agreed procedures, investigate complaints/request by liaising with Team Leaders, staff, workforce, or other Council Services, obtaining information in order to provide a satisfactory outcome for the customer.
- Create and manage site records relating to each individual scheme property, recording recommendations from tenants for incorporation into subsequent continuous improvement programmes.
- Evaluate complaint statistics and use the feedback to improve the service and be responsible for the production of regular tenant satisfaction reports.
- Deliver all operational aspects of your relevant service/business area.
- Work collaboratively with the technical officer and other Council Officers to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- Prepare professional and clearly written communications to colleagues, partners, and customers.
- Support all function of the asset team in their delivery of schemes of work.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent.	Essential
Willingness to work towards achieving CIH Level 3.	Desirable
Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external	Essential
Demonstrate a proven track record of delivering targets and goals within operational plans	Essential
Skill and ability to work with partner organisation to achieve common goals	Essential
Previous experience of data input and maintenance of databases and/or Contact Management Systems	Essential
Literacy and numeracy to a standard required to maintain accurate records and write high quality communications	Essential
Ability to produce data and information at a support bid writing	Essential
An understanding of the causes of fuel poverty, damp, mould and condensation and ability to take action to remedy this.	Essential
A good level of computer literacy to interrogate various software packages	Essential
Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role	Essential
Able to work flexibly and be responsive to change in order to improve performance	Essential
Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results	Essential
Ability to understand the importance of budgetary control and proactively manage any delegated individual budgets	Desirable
Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
car for all or most of the time. It is essential that you hold a full and valid driving licence, and it is expected that you will either use a council vehicle or your own car.	
Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)	Essential
Accepts an enhanced DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Building Services	Grading ID	KNH0001
Job ID	80102326	Last Updated	December 2021
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Adults & Children	DBS Type	Enhanced
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No



DBS Category	Adults & Children	DBS Type	Enhanced
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		