

Property Liaison & Quality Officer – Asset Team

Grade 10

Job Focus

To be read in conjunction with the Property Liaison & Quality Officer Job Profile which provides the full range of responsibilities across the function

The Asset team is part of the Homes and Neighbourhoods service, working directly with Kirklees Councils tenants and residents.

The team comprises a number of different functions, scheme delivery, damp and mould, energy, and asset data management. The focus of this role will be supporting the functions in the delivery of different schemes of work – this could be new kitchens and bathrooms, treatment of damp or energy retrofit. The role will be varied and will offer an insight into many different aspects of asset management.

You will work with customers, partners, and operational staff to ensure the efficient delivery and management of scheme. You will have the ability to motivate others and manage areas of work effectively; working collaboratively with all stakeholders to deliver projects on time and within budget.

This role will require you to act as a positive champion for our approach. You will be ambitious and committed to implementing change in a complex environment.

Key areas of responsibility

- You will play a pivotal role in proactive planning of schemes, ensuring smooth delivery once on site with continued communication with tenants before, during and after work is complete.
- You will provide tenants with exceptional customer care and be a champion for their aspirations. You will deal with a wide variety and complexity of issues considering a variety of solutions to support customer needs whilst applying policy and procedure
- You will facilitate and support tenants to be decanted during schemes of work in line with current policy.
- You will supervise the day-to-day activities of the asset teams Property Assistants to ensure effective scheme delivery.
- Continually review and develop consultation documents in line with customer experience.
- Ensure tenants have access to energy advice and that you identify and act upon indicators of fuel poverty.
- Ensure tenants understand what damp and mould are, how they can be treated and supporting them during any remedial work.

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Job Category	Building Services	Grading ID	KNH0001
Job ID	80102326	Last Updated	December 2021

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Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Yes	DBS Type	Enhanced
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No