Network Homes	**Role profile** **Jan 2017**
Job title:	**Resident Liaison Team Leader**
Reports into:	Senior Regeneration Manager
Direct reports	3/4
Department / Location:	Development / Wembley / SW9 / Hertford with travel to other sites as required
Role purpose:	▪ Lead a team of Resident Liaison Officers in the management of multiple complex decanting programmes across Networks' area of business, to minimise disruption to residents, whilst helping to ensure the that the programme does not fall behind schedule and costs remain within the decant budget. ▪ Manage and monitor performance reviews, objectives and targets of RLO team against the regeneration team wider business plan, ▪ Lead on the communications strategy, employment and training initiatives, community engagement plans and initiatives to counter lack of work, financial and digital exclusion. ▪ Liaise closely with contractor staff to assist in the smooth running of the decant and construction programmes and the ongoing management of the building.

Key responsibilities and Accountabilities

- Effectively recruit, manage and motivate the Resident Liaison Team, ensuring you and your team work collaboratively with internal and external stakeholders to deliver an excellent customer focused service, including conducting regular 1-1s and annual appraisals and CAD reviews with the team to ensure staff are aware of their objectives and targets, and that their performance against these targets is managed and action taken where targets and objectives are not met

- Work alongside the Senior Regeneration Manager to apply project management skills to successfully deliver a complex decant programme including leaseholder negotiations and buy out, so that tight deadlines are achieved, whilst minimising disruption to residents.

- Under the guidance of the Senior Regeneration Manager, regularly record, monitor, update and report on the key risks affecting the decant and refurbishment programme and take appropriate actions to mitigate risks.

- Lead on resident consultation, using innovative practice to engage with hard to reach groups/individuals.

- Where necessary procure and manage commercial relationships with outsourced supplier and contractors to ensure services delivery and standards are met

- Work within the Resident Engagement Strategy so residents can actively influence the design and finish of shared areas and provide opportunities for residents to get to know one another in ways that foster community spirit. This will include arranging public meetings, open days, drop in sessions, show home visits and resident inductions.

- Proactively participate in staff engagement activities; e.g. roadshows, staff conferences, café consultations / people management group sessions and managers' events

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- Use learning from customer feedback and complaints to increase customer satisfaction. Identify areas for service improvement and manage the implementation and review of planned changes

- Work with the Employment and Training Advisor and Community Engagement team to support the delivery of a range of social, recreational and educational activities to promote employment opportunities.

- Lead in the close liaison with staff in housing management and asset management and be the interface between them and development colleagues and contractors on areas such as calculating service charges, service contract management.

- Approve Home loss and disturbance payments whilst monitoring cost against budget.

- Embrace, champion, role-model and uphold the culture, values and behaviours that drive the achievement of the organisation's ambitions and goals

Standard responsibilities (Retain the following text in all role profiles unchanged)
Adopt and comply with Network values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification

Education

- A good standard of education commensurate to the level of the job and the knowledge and skills required

Knowledge and skills required

- Ability to lead a team and give direction
- Ability to understand design information and communicate this to the residents
- Excellent oral and written skills
- Excellent Computer skills in Microsoft products, including Outlook, Word, Excel, PowerPoint

Experience required

- Experience of development of housing schemes within Social Housing
- Experience of collating information from a number of sources and using this to create, populate and update project plans
- Wide ranging experience of decanting in regeneration scenarios
- Experience in dealing sensitively with customers in challenging and complex environments and applying good problem solving skills

Additional Information

- A Standard DBS Check is required for this position

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- This position requires a full driving licence and access to a vehicle insured for business use
- This position requires flexibility in approach to work in terms of evening and weekends as required
- This position will be based from Wembley, Hertford or Stockwell with travel to other group sites and regeneration projects as required

Organisational Competencies

We want to make Network a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

Hungry – I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Accountable – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respect – I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team

- Positive: I talk positively about Network Homes as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference