



Resident Liaison Officer

Salary £18,200K pro rata

Opportunity to join a construction company who deliver customer focused services within Public Sector market. This role is mainly based from Spitalfields HA offices in E1 and will involve working in and around Housing Estates in Spitalfields, East London and visits when required to TCL offices in Leyton E10.

If you are successful in gaining this role you will be employed on an interim contract for 6 months, working 15 hours per week.

The Role

This role has been created in collaboration with Spitalfields Housing Association to act as the main point of contact for the residents of Spitalfields Housing Association who have appointed TCL to deliver its Decent Homes Programme over the next two years.

The main purpose of the role is to maintain standards of customer service and ensure high levels of customer satisfaction. You will be working closely with the Contracts Manager, arranging for repair and refurbishment work to be carried out on the estates, and then speaking to residents and making them aware of the work.

This will also involve booking in appointments with residents and ensuring they are aware of where and when work will be done. The role will involve visits to residents, assessing their needs and assisting them in preparing for contractors to complete works in their homes. You will be required to support individual residents throughout the duration of works, identifying any problems and liaising between the resident and Spitalfields HA to resolve them.

You will also be required to carry out wider resident consultation; this may involve running meetings and/or attending resident forums, site meetings and liaising between the residents and construction team in order to keep all parties informed.

You will preferably live within the Local Spitalfields community and it is essential that you are able to speak in Sylheti.

In conjunction with Spitalfields Housing Association, we are asking candidates to send their CV and a cover letter explaining why they think they are suitable for the post.

Please email CVs and cover letters to colin.rahman@poplarharca.co.uk to be received by **Friday 30th April 2010 5:00pm** Candidates chosen for interview will be sent an application form to complete.

For further details you can call the recruitment line on 020 7510 9776 and a member of the Poplar HARCA recruitment team will get back to you within 24hours.

TCL is an equal opportunities employer and we welcome applications from candidates of all backgrounds.



