



APPRENTICE RESIDENT LIAISON OFFICER

Job Title: Apprentice Resident Liaison Officer

Reporting To: Resident Liaison Officer

Responsibilities:

- Assisting Site Team.
- Communication and Support to Residents.

Required Skills:

- Excellent communication skills.
- Good written and speaking English.
- Ideally a good understanding of word & excel.

Duties Include:

- Assist the site team with the initial site set up.
- Develops effective working relationships with client representatives to reduce duplication and ensure consistency of information and approach.
- Supports the Resident Liaison Officer with visits to each resident prior to work commencing to introduce Quinn and communicate the scope of works.
- Supports the Resident Liaison Officer to deliver outstanding customer service.
- Establish resident's individual requirements by carrying out an initial resident profile, documenting any points discussed and tailoring individual communication plans accordingly.
- Working alongside the site team to implement effective practices.
- Carries out a property condition survey and appliance survey and compiles a report including photographs ahead of the works commencing in the property.
- Supports Resident Liaison Officer to create and maintain property files.
- Attends meetings with the site management team to enable the flow of information between all parties.
- Initiates ID system on site for all operatives and staff
- Arranges appointment for surveys and works with residents and supports the Resident Liaison Officer with the project tracker to manage planning.
- Supports the Resident Liaison Officer to ensure all procedures and paperwork is administered in line with Quinn policies and procedures.
- Work with the Social Value Team to deliver initiatives to the residents.
- Observe site Health & Safety rules and ensure any risks are reported immediately to the site manager.
- Supports the Resident Liaison Officer alongside the Social Values Team to conduct presentations in local schools and youth projects.
- Ensures the 'Key Safe' procedure is adhered to in line with company policy.
- Arrange satisfaction surveys for all residents, collating responses, and work with project staff to use feedback to improve our service.
- Seeks continuous improvement in resident liaison procedures.
- Monitors Quinn London's code of conduct with operatives working in properties.

Benefits

Salary: London Living Wage

Working Hours – 40 Hours per Week, Monday to Friday.

Qualification - NVQ Level 3 in Business Administration and Customer Care (14 months)

Holidays – 25 days per annum plus bank holidays.

Pension – Nest Pension scheme with company contribution