

MTVH ROLE PROFILE

Date: 02/01/2025

Role Title (External)	Customer Liaison Officer	Directorate	Property	Location	Midlands / London
Reports To	Customer Liaison Lead	Function / Team	Asset Management – Safer Buildings	Geographical Spread	National
Direct Reports	0	Budget Sign-Off Approval Level	Has no direct of quantifiable impact on budgets	Suitable for Agile Working Options	Yes ☒ No ☐
DBS Check Required	Yes ☐ No ☒ Yes for DBS check, which level is needed? N/A			Driving Licence	Yes ☐ No ☒
				Insurance check required	Yes ☐ No ☒

No DBS Required

Overall Responsibility

The safety of our customers, and therefore building safety, is our number one priority. This role will work across our diverse geography & portfolio to ensure we take a coherent and co-ordinated approach to building safety at a time when expectations are rightly increasing.

The Customer Liaison Officer will deliver a business-critical service to ensure that customers' expectations are exceeded. This is a new role and will give the right candidate the opportunity to shape our strategy for supporting our customers. The Building Safer Department is newly established department with a varied workload with demanding timescales, the Customer Liaison Officer will be responsible for owning the communication with our customers and supporting Building Safer team with the delivery of works.

This is a key role in a new team and will help ensure the safety of our customers.

Key Responsibilities and Outcomes

- Leads on communications with residents relating to intrusive survey, interim measure sand remedial works programmes

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- Act as the key contact with Customer Services and other Directorates to manage and resolve customer enquiries and support the surveyors in delivery of works on site
- Manage comms both internally and externally in relation to the projects you are working on
- Produce weekly updates for each site you are supervising
- Produce regular updates to customers living in the blocks under your control, on at least a monthly basis.
- Use systems and information to quickly develop an understanding of the diverse needs and vulnerabilities of individual residents living in each block under your control.
- Taking ownership of customers complaints and enquires and responded to in a timely manner
- Track log and monitor all customer communication
- Ensure complaints and enquires are resolved successfully
- Lead on responses for MP and Cllrs
- Support the Senior Project Surveyors, Project Surveyors with Access to customer's property.
- Assist the Customer Liaison Manger to continuously review and improve current processes to improve service delivery and customer satisfaction.
- Any other tasks and responsibility required by the business.
- When required work unsociable hours to attend evening meeting with customers

Personal Competencies	Skills / Experience / Knowledge
• Natural advocate for residents, customers and users of our services • Confident to make decisions under challenging circumstances balancing risk to deliver better approaches and services • Professional approach • Results-orientated • Empathy with the values and ethos of the organisation • Flexible approach to work • Self-motivation with a positive attitude and the ability to work on own initiative • Strong commitment to safeguarding vulnerable customers	• Strong communication and presentation skills • Good understanding of tenancy and leasehold management and the section 20 process • Ability to maintain attention to detail in a busy environment. • Experience of providing a high level of customer service • Confident and experienced collaborator. • Natural problem-solving skills. • Strong ICT capability, EXCEL, WORD etc. • Proven prioritisation skills • Experienced Team Worker • Always provide a high level of service
General Responsibilities	
• To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.	

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- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
 - Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
 - To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
 - To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
 - To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.