

## Job Profile: Resident Liaison Lead

**Job Title: Resident Liaison Lead**

**Job Grade: Level 3, Zone 2**

**Salary Range: £36,984 - £42,526**

### About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. ***The Resident Liaison Manager will be part of the wider Chalcots major works project team ensuring safety and compliance of the estate towers.***

### Project Dimensions:

The Chalcots major works project team is responsible for the procurement and delivery of a complex, high profile £100M worth project, the scope of which consists of the refitting a new cladding system and replacing all external windows across the five towers that make up the estate. The aspiration of Camden is for the project team to deliver a best in class example, of a high quality, fire safe, façade project that will be fully compliant with recommendations made following the Hackitt review of the Building Regulations and Fire Safety for high rise buildings. It is essential to ensure strong resident and community engagement throughout the project.

The post-holder will operationally report into the Assistant Project Manager.

### Role Purpose:

- Your particular contribution will be to support the development and implementation of engagement opportunities for all residents living on the estate prior and during the delivery of a major high profile re-cladding and replacing of all external windows project to high rise residential property. You will be experienced with a proven track record in resident liaison with a strong background in customer facing services and housing management or regeneration. The role demands a creative and innovative approach to understanding customer perception, setting up and nurturing effective engagement channels, delivering on promises and commitments, liaising with resident community champions and capturing and measuring impact. The role requires robust and effective resident liaison skills whilst working

creatively with a range of internal and external colleagues, community resident champions and contractors. You will be working in a front line environment with residents, understanding their specific needs and requirements, including those who are vulnerable, elderly and disabled.

- You will support, advise, monitor and evaluate the resident engagement activities to embed the most appropriate and effective framework throughout the project in conjunction with residents, officers at all levels, team leaders, heads of service and elected members to ensure that the framework is adapted to the needs of residents at all times. You will have a major responsibility for setting up relevant channels for listening and responding to residents' views and perceptions of over 710 residents during the major works with a value in excess of £100M. You will manage effective and honest communication whilst ensuring reliability and transparency. You will have an affinity for continuous improvement by learning from recurring issues, helping to drive through change and reliability throughout, mainly by using resident insight and feedback through targeted engagement activities and impact assessments with regular performance review.

**Example outcomes or objectives that this role will deliver:**

The post holder is expected to:

- Be based on site and work flexibly and creatively with major works project team to ensure that all resident engagement and community development activities are delivered to the required standard, approach and deliver effective short and long term solutions to meet the needs and aspirations of the residents.
- Demonstrate innovative approaches in the delivery of the agreed resident engagement model and activities through close working relationships with residents, related teams such as customer services, housing management and contractors.
- Liaise effectively as deadlines will frequently change on this project, so the postholder will need to help manage and meet expectations among residents and the community and ensure effective decisions about approach, communication and processes.
- Work with contractors and other teams across Camden to implement and manage the resident engagement framework effectively by gaining trust and confidence from residents and the local community.
- Develop and maintain a reporting regime that monitors quality and impact from the resident engagement and community development activities, including relevant performance data against targets such as satisfaction with communication, access to services, reliability, etc.
- Find ongoing solutions and address these continually and creatively outside of existing processes and systems of work.
- Monitor and evaluate both individual practice, that of contractors and those of the service and wider team in relation to resident satisfaction and preventing recurring issues.
- Take a resident focussed approach to the role based on looking at issues through the eyes of residents demonstrating empathy, understanding and a listening approach to remedy where possible concerns in a positive professional manner at all times
- Ability to enthuse residents to be involved and lead on engagement to contribute positively to the high performing project team

**Skills, Knowledge and Experience:**

- An appropriate resident focused person who genuinely cares about residents and their community with work experience in social housing or customer facing services where the service is high performing and centred around the customer/resident.
- Strong ability to use initiative to understand and meet the needs of our residents and neighbourhoods creatively and innovatively to explore possibilities for improvement and more effective engagement.
- To creatively address problems and barriers outside of existing processes.
- Excellent ability to manage relationships, networks and expectations, including performance monitoring and reflect and address trends and patterns in relation to these.
- Strong resilient relationship management demonstrating effective proven interpersonal skills.
- Ability to help develop innovative solutions to project related problems and ability to relate these to the customer experience.
- Strong understanding and successful track record of resident liaison.
- Excellent knowledge and experience of delivering quality and reliable customer service to resident.
- Understanding of all necessary legislation including, but not limited to, GDPR, safeguarding and housing regulation.
- Understanding of leasehold implications associated with the repair of property in multiple occupation.
- Ability to shape, interrogate and effectively use IT systems such as. spreadsheets and databases.

**Work Environment:**

- Working predominantly on Chalcots Estate, the role will require working proactively in the local neighbourhood involving a number of external visits to local residents (both on and off site) and other council offices.
- The role will require attendance at evening/weekend meetings with residents and representing/supporting Camden at community events.
- Attendance at external meetings, sometimes outside normal working hours, is required.

**People Management Responsibilities:**

- Responsible for managing a team of five or more Resident Champions (to be developed).
- The post holder will also work with consultant Designer, Project Manager and Contract administrator plus Camden's "client" team.

**Relationships:**

- Work closely with residents, officers, senior officers and elected members in delivering a high profile scheme to meet resident needs effectively.
- Work closely with contractors, including checking and challenging satisfaction with works.
- Work closely with and develop partnerships with other agencies, teams and colleagues to deliver a service that is aligned and consistent with changing needs.
- Work to develop and secure internal and external funding opportunities to deliver the Resident Engagement Framework agreement

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.

## Organisational Structure

