



ClwydAlyn |



Cartrefi
Conwy



Job Role – TLO (Tenancy Liaison Officer)

Employment – Full Time fixed term contract

Hours – 37.5 hrs Mon to Fr

Salary: £12.43 per hour

Driving – Essential, A vehicle will be provided.

Remote / Hybrid Working.

Fix term Contract – 5 – 6 Months.

Working Environment

Onnen is a joint venture between ClwydAlyn and Cartrefi Conwy, its main purpose is to deliver decarbonisation works to their housing stock which involves undertaking property assessments and installing various energy efficiency measures such as Solar panels, Solar battery storage and Air source heat pumps. This work is predominantly undertaken in tenanted homes. The geographical area of work covers all 5 counties of North and Mid Wales.

Job Description

This is an excellent opportunity to expand and showcase your skills and experience while also acquiring valuable knowledge and further develop your skills for the future.

This role is critical to successful programme delivery and is seen as a direct link between the tenant, the contractor and the client. The successful candidate will support the whole process of work delivery from the initial assessment through to completion and handover.

Duties

- Provide a first point of contact for tenants during the works
- Support tenants with concerns or queries and work collaboratively to find a resolution
- Assist the site works coordinator when identifying needs, assisting the risk assessment of proposed work delivery taking into account the occupants needs.
- Arrange community introduction events prior to works commencing in a particular geographical area.
- Carry out satisfaction surveys
- Contribute to the handover process at each completed property.
- Track issues raised and ensure a response and solution is found in a timely manner by liaising with team members and/or contractors.
 - Identify any other support mechanisms that might assist the tenant and ensure smooth project delivery, with minimum disruption to the tenant.
 - Requirement to drive is essential.

- Provide effective liaison between tenant and site team.
- Provide after-care and support for residents, addressing any ongoing concerns and ensuring overall satisfaction with the completed works

Person Specification

This role will suite a highly motivated and dedicated individual. Customer service experience is key to successfully carrying out this role, and the ideal candidate will be well presented with an approachable demeanour., You will have the ability to work well under pressure and will enjoy find solutions to any issues that may arise by working in a collaborative manner.

This role requires a compassionate and empathetic person, with the ability to appreciate both the specific situation and individual involved and adapting their approach to suite. You should be able to communicate well verbally and be efficient in keeping a working diary. An experience of decarbonisation and refurbishment works would be desirable but not essential, basic introductory training will be given.

This role is ideal for someone passionate about sustainability, enjoys community engagement, and possesses strong communication skills. The opportunity to work across various counties, coupled with the chance to make a tangible difference in tenants' lives, makes this position both challenging and rewarding

SHOW YOUR EXPRESSION OF INTERESET

Send your expression of interest to Andy Fraser by e-mailing
your CV or why you wish to apply to

Andy.fraser@onnenltd.co.uk

Or you can call him for an informal discussion

07795256486

Or speak to your Housing Officer for more information