

## Job profile

<b>Job title:</b> Resident Liaison Advisor (Warm Homes)	<b>Responsible to:</b> Major Repairs Delivery Manager
<b>Salary:</b> D Up to £26,121, dependent on experience	<b>Contracted Hours: 37</b> <b>(36-month fixed term contract)</b>
<b>Responsible for:</b> n/a	<b>Behaviour level: 1</b>

### Purpose of the job:

To support the effective delivery of the Warm Homes Social Housing Fund Energy Efficiency project across South Lakes Housing (SLH). Through effective liaison between the residents, other SLH colleagues and the contractors delivering the works.

This will be delivered through: -

- Developing and delivering an effective resident engagement programme to increase success in delivery of energy saving measures to resident's homes
- Effective communication between the residents and SLH and the contractors, as the single point of contact for residents
- Provision of clear, accessible, user-friendly positive information for residents and colleagues
- Ongoing maintenance of relationships with the residents and partner organisations to deliver a positive service that makes a difference to resident's lifestyles.

### Length of Role

Fixed Term contract to the end of March 2028

### The role

We have funding for an exciting programme of work with the aim to retrofit circa 670 homes across South Lakes. This work will have an impact upon the residents, as it happens but will leave the residents with a home that is more energy efficient, cheaper to run and more pleasant environment to live in.

This role will be the key liaison with the residents to ensure they understand what work is planned for their homes, develop their buy in and permission for this work to happen. This will be through the development of a programme of engagement activities, communications and relationship building with the communities to understand the benefits this work brings to their lives.

This role will maintain an ongoing relationship with the residents through the process and support them with understanding how to best use their new energy saving measures to have more affordable warmth.

To work with a partner organization to support our residents with energy advice as to how best to use their new technology.

## Key Accountabilities

1. To assist with the development of an effective communication and engagement plan that supports resident involvement in the delivery of the Warm Homes Social Housing Fund works
2. To assist with Resident engagement activities and events for the successful delivery of the Warm Homes Social Housing Fund bid
3. To be the primary point of contact for all communication between the residents and SLH for the delivery of the Warm Homes Social Housing Fund works
4. To learn lessons throughout the delivery programme to ensure that any lessons learnt are embedded in future work to prevent making the same mistakes again.
5. To assist with the management of any issues or complaints that arise during the delivery of the Warm Homes Social Housing Fund work
6. To ensure that the Resident's voice is heard across the Warm Homes Social Housing Fund delivery team
7. To work across the SLH team, bringing in expertise to ensure the best service is delivered to our Residents.
8. To co-ordinate with partner organisations to support the delivery of the follow up advice service in relation to the new technology and energy advice
9. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
10. To attend and contribute to meetings of the Board, relevant Committees and partnerships, as required.
11. To promote Equality, Diversity and Inclusion and ensure you and colleagues work in accordance with the legislative and regulatory requirements at all times.

## Person Specification

Job Title: Resident Liaison Officer		
Criteria	Essential/ Desirable	Method of Assessment
<b>Qualifications</b>		
Educated to degree level or equivalent experience	D	AF
Community related qualifications	D	AF
<b>Knowledge, Skills &amp; Abilities</b>		
Understanding of the concerns and issues that residents may face with work in their homes	E	AF/I
An understanding and developed working knowledge of computer systems including Excel, Word and Teams	E	AF/I
An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH	E	AF/I
Excellent communication skills	E	AF/I
Ability to represent SLH positively and build and maintain effective working relationships both internal and external to SLH, including with service users	E	AF/I
Ability to recognise and handle sensitive and confidential information	E	AF/I
The ability to work evenings/weekends as and when required (rare occurrences)	E	AF/I
Experience of developing communication methods in different formats to meet the needs of the audience	D	AF/I
Ability to manage different priorities and work at pace	E	AF/I
<b>Experience</b>		
Experience of delivering community engagement activities	E	AF/I
Experience of working with members of the community and developing buy in	E	AF/I
Experience of partnership working	E	AF/I
Experience of working within a team	D	AF/I
Good written and verbal communication skills	E	AF/I
Working within the Social Housing sector	D	AF/I
Experience of delivering energy saving advice in the home	D	AF/I
Experience of retrofitting homes and different technologies used to reduce energy consumption in homes	D	AF/I
Full driving licence	E	AF
<b>Values and behaviours - It's not just about what we do, we believe it's how we do it too...</b>		
By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life: <ul style="list-style-type: none"> <li>Genuinely care</li> <li>Take responsibility</li> <li>Have respect</li> </ul>	E	I

<ul style="list-style-type: none"> <li>• Be adaptable</li> <li>• Work together</li> <li>• Be curious</li> <li>• Make it happen</li> <li>• Always improving</li> </ul>		
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p>No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p><b>Role profile prepared by:</b> Head of Property Services</p>		
<p><b>Reviewed date:</b> July 2025</p>		