

Competency Level: Manager

Job title:	Customer Liaison Officer - Kier Places	Location:	London
Reporting into:	Site Manager	Working hours:	40 hours per week

Kier Places summary

Kier Places sits within the Construction Group, and we contribute c20% of their revenue and has ambitious plans for further growth through growth in market share driven by an increased footprint in chosen strategic sectors, further deepening client relationships and targeted geographic expansion. The business generates revenues of £350m per annum with plans to grow this to c£600m over the coming years and play a key role for the Kier Group in delivering our mid-term strategy.

The Kier Places portfolio covers three operating divisions: Residential Solutions, Workplace Solutions and Buildings Solutions. As a business we are client focused service and deliver a range of services from planned and reactive maintenance through to sub £10m construction projects and decarbonisation services. Each of the three businesses provides these services to the sectors and markets that they face into. Residential Solutions provide services to housing associations, local authorities and PRS/BTR owner operators.

Overall purpose of the role

Reporting into the Site Manager the role will work within the Site Teams supporting the delivery of the various planned programmes across client property portfolio, ensuring residents receive a high standard of customer care. The role is a central point of contact for residents, providing clear and accurate up to date communications regarding the nature of the works that are happening in residents properties.

The role will support the day-to-day activities of the site team by arranging appointments, carrying out resident surveys, managing no access issues, dealing with tenants complaints and facilitating the smooth running of the programmes.

Key tasks and accountabilities

- Facilitating the smooth running of projects by building and maintaining positive relationships between the residents, sub-contractors, client representatives and the Kier team
- Implementing the community engagement programme through various events and activities to raise community awareness of the works and the benefits available to them
- Contacting residents regarding planned project works, arranging works and survey appointments and keeping residents informed of progress.
- Carrying out resident profiling surveys to establish each residents' support requirements, vulnerabilities and availability.
- Putting in place adequate and tailored support plans to help residents through the process – liaising with family, friends and support networks where the resident is vulnerable to ensure they take up the works
- Conducting pre-works home visits to explain the works programme and how the customer can facilitate smooth delivery and access.
- Helping the customer prepare for works by assisting them with the moving and storage of possessions to facilitate clear access prior to delivery.
- Keeping the customer informed and updated throughout works – ensuring that the site team are courteous, the resident's safety and welfare is protected at all times and that key facilities are maintained throughout.
- Undertaking Customer satisfaction surveys and aftercare visits post work to ensure resident remains satisfied with work.
- Support with resident complaints through the lifetime of a complaint, including investigation and resolution of complaints.
- Completing administration duties including the updating of Kier tracking systems and managing the letter writing to residents.

This profile is not exhaustive. From time to time, you may be required by the company to perform other tasks, which are not included in the above description, but are within your capabilities and, where necessary, training and full support will be given..

Skills and Experience

- Experience working with Housing repairs provider, within either the public or private sector, delivering first class customer service.
- Excellent communication skills both verbal and written.
- Organisational skills necessary to manage and organise own workload.
- The ability to respond to changing priorities in order to meet deadlines
- IT literacy including Word, Excel, PowerPoint and Email.
- Excellent organisational and administrative skills with a keen eye for detail.
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Expected behaviours

Collaborative




- Work collaboratively with Kier staff, key supply chain partners, clients and designers to achieve project goals
- Demonstrate and lead others in the team to work collaboratively.

Trusted

- Demonstrate an open and honest approach to Kier staff, supply chain partners, clients
- Work in the spirit of mutual trust with others.

Focused

- Demonstrate focus on successful delivery working within Kier's polices.
- Focus on the needs of the colleagues and others to ensure a productive working environment.

 Collaborative We value each other and work closely, to share ideas and knowledge	 Trusted We care about our people, safety and the environment and the communities we serve	 Focused We are high-performing and always look for ways to improve
Communicate clearly	Be safe and responsible	Be bold and future focused
Pride in Kier	Respect others	High performance
Work brilliantly together	Prioritise people	Find safe, simple solutions

Kier is committed to creating supportive and inclusive opportunities for all our applicants and employees and opportunities for career development are available.

Mandatory and recommended training and development

- Full UK Driving Licence. – **Mandatory**