

Job description –

Resident Liaison Officer (RLO)

Role purpose

The Resident Liaison Officer will act as the primary point of contact between residents and the project delivery team throughout the heat network upgrade works.

The role will be particularly focused on coordinating access to occupied properties for HIU replacement works, keeping residents informed, managing appointments and ensuring resident requirements are communicated effectively to the site team.

The RLO will work closely with the Site Manager, Site Supervisor, Project Manager and installation teams to maintain a reliable programme of property access and minimise disruption to residents.

Key Responsibilities

- Resident communication & engagement
- Act as the principal day-to-day contact for residents affected by the works.
- Build positive and professional relationships with residents throughout the project.
- Clearly explain the scope of works, installation process, anticipated duration and likely disruption.
- Prepare and distribute appointment letters, access notices, reminders and general project communications.
- Provide appropriate notice of heating/hot-water interruptions and other planned disruptions.
- Respond promptly and professionally to resident questions and concerns.
- Ensure communications are clear, accessible and appropriate for individual resident requirements.
- Maintain regular communication with NHG's resident/housing teams where required.

HIU appointment & access management

- Manage the resident appointment and access programme for HIU replacements.
- Maintain a rolling 2–4 week look-ahead of planned installations.
- Contact residents to arrange and confirm appointments.
- Issue reminders ahead of scheduled appointments.
- Confirm that residents understand any preparation required before engineers attend.
- Coordinate appointment requirements with the Site Manager and Site Supervisor.
- Maintain sufficient confirmed appointments to support the required installation production rate.
- Monitor access performance and identify potential shortfalls before they affect the construction programme.
- Arrange alternative appointments where residents cancel or access cannot be achieved.
- Manage and record no-access properties and escalate repeated access failures to the Site Manager and NHG.
- Coordinate revisits for snagging, commissioning or incomplete works.

Daily Installation Coordination

- Provide the Site Manager and Site Supervisor with an accurate daily schedule of properties.
- Confirm access status before operatives are dispatched.
- Communicate resident-specific requirements to the relevant site personnel.
- Coordinate changes to appointments caused by programme or operational issues.

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- Contact affected residents immediately where appointments need to be delayed or rearranged.
- Liaise with installation teams regarding completion status and any requirement for return visits.
- Ensure completed properties are accurately updated within the resident/property tracker.

Vulnerable residents & safeguarding

- Identify residents who may require additional assistance or reasonable adjustments.
- Maintain appropriate records of vulnerabilities and specific access requirements.
- Coordinate additional arrangements with NHG and the project team where necessary.
- Ensure relevant information is communicated to operatives before entering affected properties, while maintaining appropriate confidentiality.
- Recognise potential safeguarding concerns and immediately escalate them through the agreed project procedure.
- Ensure resident information is handled sensitively and in accordance with data-protection requirements.

Resident experience

- Help minimise disruption while works are undertaken within occupied homes.
- Ensure residents know what to expect before engineers arrive.
- Check that access routes and working arrangements take account of resident circumstances.
- Follow up significant resident concerns following installation.
- Coordinate the resolution of resident-related snagging issues.
- Obtain resident feedback or satisfaction information where required.
- Promote respectful behaviour by everyone working within occupied properties.

Complaints & escalation

- Act as the first point of contact for routine resident complaints relating to the works.
- Record complaints and actions taken.
- Resolve straightforward issues wherever reasonably possible.
- Escalate technical, commercial, safeguarding or serious complaints to the appropriate project representative.
- Monitor outstanding complaints through to resolution.
- Identify recurring issues and report trends to the Site Manager and Project Manager.
- Maintain an auditable record of resident communications and complaint resolution.

Records & reporting

Maintain accurate records including:

- Resident contact details.
- Appointment dates and times.
- Appointment confirmations.
- Completed installations.
- No-access properties.
- Cancelled and rearranged appointments.
- Vulnerability/access requirements.
- Complaints and enquiries.
- Outstanding resident actions.
- Snagging/revisit appointments.

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Produce regular reports for the project team covering:

- Properties scheduled.
- Properties confirmed.
- Installations completed.
- No-access rate.
- Cancellations.
- Outstanding appointments.
- Resident complaints.
- Vulnerable resident arrangements.
- Upcoming access risks.
- Properties requiring escalation to NHG.

The RLO will attend project/site meetings where resident liaison, access or programme matters require discussion.

Health & Safety

The RLO will:

- Comply with the Construction Phase Plan and site rules.
- Complete the required project/site induction.
- Understand the arrangements for working within occupied residential properties.
- Immediately report hazards or unsafe conditions identified during resident visits.
- Ensure resident concerns relating to health and safety are communicated to the Site Manager.
- Support arrangements for maintaining safe separation between residents, the public and construction activities.
- Ensure residents are appropriately informed where works affect access routes or communal areas.
- Never instruct residents to enter controlled construction areas.

The RLO is **not** responsible for managing construction health and safety, which remains with the appropriate site management team.

Data protection & confidentiality

The role will involve access to resident information and therefore requires a high standard of confidentiality.

The RLO must:

- Handle personal information in accordance with GDPR and project procedures.
- Only record information necessary for delivery of the works.
- Ensure sensitive resident information is only shared with personnel who need it.
- Maintain secure resident records and trackers.
- Avoid discussing resident information in public or communal areas.

Working Relationships

The RLO will work closely with:

Internally: Project Manager, Site Manager, Site Supervisor, HIU installation teams, commissioning personnel and project administration.

Externally: NHG project representatives, housing/resident teams, residents, managing agents and other project stakeholders as required.

The RLO should have particularly close daily communication with the Site Supervisor, ensuring the resident access programme and physical installation programme remain aligned.

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Experience & Qualifications

Essential

- Previous experience in a Resident Liaison Officer, Tenant Liaison Officer or similar customer-facing role.
- Experience working on occupied residential refurbishment, maintenance or construction projects.
- Strong communication and interpersonal skills.
- Experience arranging appointments and coordinating access to occupied properties.
- Strong organisational and administrative skills.
- Ability to manage a high volume of residents and appointments simultaneously.
- Good IT skills, particularly Microsoft Excel, Outlook and Teams.
- Ability to maintain accurate records and trackers.
- Experience dealing professionally with complaints and challenging situations.
- Understanding of confidentiality and data protection.
- Ability to work effectively with construction/site teams.

Desirable

- Previous experience within social housing.
- Experience on heating, HIU, boiler, M&E or planned-maintenance programmes.
- Experience coordinating large-scale programmes of works within occupied properties.
- Knowledge of safeguarding and vulnerable-resident procedures.
- CSCS card or previous experience working within construction environments.
- Experience working with housing associations or local authorities.

Personal attributes

The successful candidate should be:

- Approachable and confident.
- Patient and diplomatic.
- Highly organised.
- Reliable and proactive.
- Comfortable dealing with difficult conversations.
- Able to communicate technical information in simple language.
- Calm when dealing with complaints or programme changes.
- Comfortable challenging the site team where resident commitments are at risk.
- Capable of taking ownership of issues through to resolution rather than simply passing them on.

Key performance expectations

Performance should be measured against practical project outcomes, including:

- Maintaining sufficient confirmed access to support the installation programme.
- Minimising failed/no-access appointments.
- Timely issue of resident notifications.
- Accuracy of resident and appointment records.
- Prompt escalation of access risks.
- Timely resolution of resident queries and complaints.
- Effective management of vulnerable-resident requirements.
- Accurate weekly reporting.
- Maintaining positive communication between residents, NHG and the site delivery team.