

Job Title: Resident Liaison Officer (RLO) - Retrofit

Department/Group: Retrofit

Grade: E

Location: As per business requirement

Salary Range: £25,000 - £30,000 Per Annum

Travel Required: Yes

Position Type: Permanent

Annual Leave: 33 days, which includes 8 bank holidays.

Sick Allowance: 20 days full pay and 20 days half pay in any 12-month period.

Car Allowance: Car allowance

Applications sent to: recruitment@correctcs.co.uk

Job Code: CCS-RLOR-1043

Job Purpose:

We are looking for a **Resident Liaison Officer Retrofit** to provide support and guidance to all customers/residents involved in our **whole house retrofit programmes**. This role focuses on resident and user training, conducting 360 reviews, and educating site and contact centre staff on **enhanced profiling and customer engagement**. You will be responsible for **pre-work meetings**, **mid-work reviews**, and **post-work auditing**, ensuring effective communication and customer satisfaction throughout the process.

Benefits of Working at CCS:

- Pension Scheme (Auto-enrolment after completion of probation).
- Option to buy/sell annual leave after the probation period.
- Potential for enhanced benefits package after two years of service, based on performance.
- Professional growth opportunities.
- Parking available at office locations.
- Refer-a-friend bonus scheme.
- Work-related training (both in-house and external where appropriate).
- 24/7 Employee Assistance Programme.

Key Responsibilities:

- Maintain positive customer engagement by assessing, improving, and implementing contact protocols and profiling processes.
- Deliver a high-quality service to both the client and customers, ensuring respect for all individuals and meeting challenges.
- Revise and implement systems and procedures to enhance engagement and customer experience in collaboration with management teams.

- Provide educational opportunities and experiential growth for administrative and trade staff, focusing on a customer-centric approach.
- Resolve customer objections, complaints, and site-based queries, managing resident perceptions and encouraging buy-in.
- Visit customers in their homes to reassure and provide ongoing support.
- Lead on CSR activities and social value programmes.
- Collaborate with client RLOs and housing teams to manage safeguarding, tailored interventions, and non-access issues.
- Maintain professional and technical knowledge through workshops, publications, and networks.
- Help build a customer-centric focus across CCS.
- Travel required across the South/Southwest of the UK, with overnight stays as necessary.

Skills & Qualifications:

- Proven experience in customer service and site-based engagement, including managing customer engagement programmes and conducting 360 reviews.
- Experience with resident profiling and safeguarding.
- A formal customer service qualification is an advantage.
- Strong communication and problem-solving skills.

Experience Required:

- Experience in a social housing environment, managing vulnerable customers and working on social housing planned/capital investment programmes.

Personal Attributes:

- You value truth and are committed to sharing knowledge for the greater good.
- You are dedicated to improvement and thrive as an active team participant.
- You take ownership of your role and encourage ownership in others.
- You have a strong desire for success and achieving goals, both large and small.
- You are flexible, adaptable, and continuously strive to expand your knowledge and develop your skills.

We are an equal opportunities employer, and we welcome applicants no matter what their ethnicity, gender, sexuality, beliefs or nationality.

Apply Now and Shape the Future with CCS!