

Resident Liaison Officer – Person Specification

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Experience	<ul style="list-style-type: none"> • Compiling relevant survey material to collate, analyse annotate and report the housing needs of residents. • Development and ongoing management of any decant programmes. • Developing and managing programmes of resident involvement and engagement. • Budget setting and management. • Contractor staff supervision. • Working as part of a team. • Other administration duties in line with this level of role. 	Application form, Interview
Knowledge and skills	<ul style="list-style-type: none"> • Ability to empathise with customers 	Application form and Interview
	<ul style="list-style-type: none"> • Ability to communicate with a wide range of people 	Application form and Test
	<ul style="list-style-type: none"> • Ability to motivate people on a group and individual basis and facilitate groups 	Test and Interview
	<ul style="list-style-type: none"> • Ability to represent the Trust at meetings, externally and internally 	Interview

	• Excellent interpersonal communications skills	Interview
	• Ability to develop new initiatives to encourage residents to be involved positively in any project works	Interview

Diversity	• An understanding of and commitment to issues involved with working and providing services in a multi-cultural environment	Application form and Interview
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<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Core competencies	• Customer Focus – understanding and meeting the diverse customer needs, handling customers in a respectful and supportive way and ensuring actions are fair and transparent.	Application form and interview
	• Communication – ability to communicate with a diverse customer spectrum, clearly and concisely.	Application form and interview
	• Judgement and decision making – able to gather information and research adequately understanding the implications of decisions made when prioritising workload.	Test
	• Influencing and negotiation – able to use a range of styles and sound arguments to convince others, gaining others trust through openness and integrity. Be effective with complaints and de-escalation management.	Application form and interview
	• Working with others/ Team work – working in a co-operative, flexible and supportive way demonstrating respect for others opinions and views using initiative to get things done.	Application form and interview
	• Recording, filing and referencing of communications – An excellent knowledge and capability of recording information on the Dynamics/ 360/ CRM system and internal shared drives.	Application form and interview

	<ul style="list-style-type: none"> Achieving results and quality focus – consistently working to achieve high standards of quality. 	Application form
	<ul style="list-style-type: none"> Planning and organising – prioritising work in a realistic way to meet deadlines, managing several tasks at once and planning ahead, including others in the planning process where needed. 	Application form
	<ul style="list-style-type: none"> Financial and numeric awareness – able to use and interpret basic financial information appropriately controlling costs and agreed budgets. 	Test
	<ul style="list-style-type: none"> Language and written skills above average – able to understand potentially technical subjects. Written responses to be accurate in spelling, punctuation and format. 	Test

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
	<ul style="list-style-type: none"> Liaising and networking – proactively build links with others both inside and outside the organisation to exchange information, keep up to date and develop new ideas. Keeping abreast of external factors that may impact on service delivery. 	Interview
	<ul style="list-style-type: none"> Managing Change and Innovation - being receptive to the need for change, adaptable and able to produce ideas for improvement in own area of work. 	Interview
	<ul style="list-style-type: none"> Leadership - supervising others and delegation on a day to day basis. Shares own expertise willingly and provides advice and support as needed to carry out the business objectives in the area of resident involvement. 	Interview
	<ul style="list-style-type: none"> Must be able to attend evening and occasional weekend meetings. 	Interview

	<ul style="list-style-type: none"> • Business Awareness – understands the external environment and what the organisation wants to achieve. 	Interview
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