JD Last Review Date	2026

Customer Liaison Officer

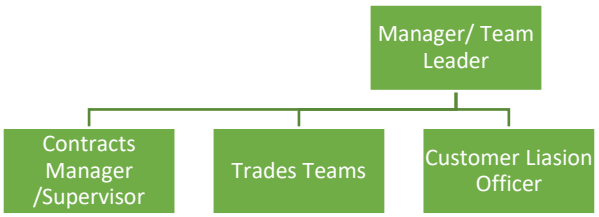
Team - Planned Investment / Property Services	**Team responsibility** - N/a
Manager – Sustainability Officer/Planned investment manager/Mechanical and Electrical Manager	**Budget responsibility** - N/a
Directorate – Customer Experience and Development	**Job grade** - 3
Location – Northallerton	
Stakeholders – Customers, Colleagues, Contractors, Community and Suppliers.	

Role Purpose:

Liaising and engaging with our customers, to arrange works to deliver an excellent customer experience as Broadacres delivers programmes of planned maintenance and retrofit.

Deliver a fair and equitable service, by providing additional support to those customers who have vulnerabilities enabling them to have improvement works carried out to their home.

Organisational Structure



Main responsibilities

Engage and liaise with customers

a) To deliver effective resident and stakeholder consultation in the development and delivery of planned investment programmes of work (including, kitchen, bathroom, windows/doors, heating replacement programmes).

- Liase and support customers living in homes when Broadacres aims to carry out retrofit and planned maintenance programmes. .

i) To assist in the planning of heating and kitchen & bathroom programmes and the scheduling of heating programmes.

- Effectively engage with customers at all stages of the project, providing a customer focused service and ensuring that customers are fully aware of what work will be carried out, by whom and when.

f) Working closely with our customers, build trusting relationships, to help ensure we can gain access to undertake surveys and practical work, , ensuring good practice is followed and legal compliance is always maintained.

- Develop and implement creative solutions to help our most vulnerable customers to have improvement works carried out on their homes.

d) To carry out customer satisfaction surveys as directed including contacting customers prior to and after defect liability periods to gather further satisfaction/repairs information.

e) To assist in the monitoring of defects and after care as part of post installation and end of liability period visits to customers homes.

h) To assist in the delivery of programmes of works on a day to day basis and provide support when required.

What does success look like?

The customer feels informed, supported, and valued throughout the entire service journey. All communication is timely, clear, and tailored to customer needs before, during, and after work. Feedback is actively sought and used to improve future interactions and service quality. Issues are resolved efficiently, with a focus on building trust and long-term relationships. Customer satisfaction scores and repeat engagement rates reflect a positive experience.

Accessible Communication with customers

g) To effectively use a variety of communication methods to ensure that our customers fully understand what work we wish to undertake in their homes, by whom and when.

- Using compassion and empathy, engage with our most vulnerable customers, enabling them to have improvement works carried out on their home wherever possible.
- Contribute to the content and design of letters, leaflets and other communication material produced to inform customers about the improvement programmes. Assist customers with practical help to enable them to cope with the work being carried out.

What does success look like?

Customers receive clear, timely, and in accessible communications. Customers will have all the improvement they need for the works planned for their homes—what will be done, when, and by whom, engaging with empathy and compassion, particularly when supporting vulnerable customers, ensuring they feel heard, respected, and empowered to participate in improvement programmes.

Effective communication materials—such as letters and leaflets—should be well-designed, easy to understand, and tailored to meet the diverse needs of the audience. A successful outcome is reflected in positive customer experiences, reduced confusion or complaints, and increased participation in improvement works.

Provide practical, timely support that helps customers feel informed, reassured, and able to manage while work is being carried out

Colleague Collaboration, Customer Focus and Communication

- Build good working relationships with internal colleagues, external contractors, utility companies, etc to enable you to effectively investigate and provide resolutions to customer queries.

j) To investigate and provide resolutions to queries and complaints, ensuring the delivery of service to the highest standards in accordance with appropriate policies and procedures.

- Use the relationships to ensure that the voice of our customers is heard.

k) To assist in the monitoring of operatives and contractors, to help ensure that work is delivered in such way so as to ensure an excellent customer experience.

What does success look like?

The Customer Liaison Officer holds strong and positive working relationships with colleagues and contractors, fostering collaboration and trust. A successful approach demonstrates responsiveness and reliability, maintaining a reputation as a key point of contact, promoting a cooperative and solution-focused approach for Customers and Colleagues alike.

Health, Safety and Compliance

l) To ensure all work undertaken and services provided are in compliance with the data protection legislation at all times.

To understand the key business priorities, customers needs and performance indicators throughout BHA

To be responsible for the health, safety and welfare of yourself and anyone who may be affected by your work. In particular, complying with safe systems of work in accordance with the policies and procedures of the Association and current legislation

What does success look like?

Be proactive to achieve targets and standards are met while maintaining strong team collaboration with colleagues and line managers. Maintain technical skills for effective use of mobile devices, ensuring accurate data capture to improve services. Ensure efficient use of materials, compliance with data protection and health & safety legislation, and staying updated on regulatory changes

General

- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.

m) To undertake such other duties as may from time to time be allocated to the post holder consistent with the responsibilities of the post.

- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.

What does success look like?

Broadacres
More than the bricks

An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

Customer Liaison Officer

Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	• Demonstrable experience in a customer advice/administration role • Working with internal and external teams • Using Microsoft Office	• Managing processes that ensure the Association complies with its legal requirements with regards to the Gas (Installation and use) Regulations 1998 • Working in a Construction or Social Housing	Application form Interview (may include presentation or occupational test where appropriate)
Skills -	• Excellent **writing and verbal** communication skills • Well developed **organisational skills** – able to successfully manage competing priorities/projects and work to tight deadlines • Has good **analytical ability** to understand and assimilate issues quickly. Has a keen eye for detail. • **Relationship building** - Ability to form successful professional relationships with customers, young people, external organisations and colleagues. • **Collaborative approach** – effective techniques for engaging and working with colleagues to find solutions and deliver improvements. • Good **interpersonal skills** with the ability to establish and maintain positive relationships, and to persuade others to take relevant action. • Is aware of the need to work with a value for money approach • **IT literate** and confident in using online technologies to encourage		Application form Interview

	internal and external customers and stakeholders.		
Knowledge -	• Computerised and manual filing systems. • Knowledge and understanding of refurbishment schemes • How to professionally deal with customer's enquiries/ complaints face to • face and over the telephone • Managing feedback from customers to • improve the service we deliver	Understanding of Housing and maintenance issues. • Gas Safety(Installation and Use) Regulations 1998 • Decent Homes Standard	Application form Interview (may include presentation or occupational test where appropriate)
Special Requirements	Able to demonstrate an understanding of and commitment to diversity and customer participation. • Commitment to working as part of a team to deliver a quality service. • Flexible approach to work • Full driving licence		Application form Interview (may include presentation or occupational test where appropriate)
Qualifications	• 5 GCSE's at Grade C or above, or equivalent qualifications	NVQ Level 2 Customer Service or equivalent	Application form