# RESIDENT LIAISON OFFICER



### **ABOUT US**

Established in 1991 R Benson is a family run business with a simple ethos - to provide quality at a competitive price. We take pride in delivering each project to the highest quality and safety standards, on time and on budget. We are currently experiencing a sustained period a of growth and looking to grow our team by investing in the future of construction.

Based in Chesham we are a principal contractor providing construction and asset management solutions to affordable housing providers, educational institutions and commercial businesses across the South East. With a trusted team of directly employed trades people we deliver projects from new build and whole house refurbishment to planned preventative maintenance, decent homes, external works and insurance repairs.

#### **ABOUT YOU**

You are a self motivated person who has worked in the Social Housing sector dealing with customer care. You will also have the following:

- · A full valid UK driving licence
- · A good understanding of construction process and systems
- Have, or be prepared to apply for, an enhanced DBS check
- The ability to work as part of a team
- · Good communication skills, both written and verbal
- Proficiency using office IT applications such as Microsoft Excel and Word or equivalent software
- The ability to take instruction and effectively carry out tasks

#### **ABOUT THE ROLE**

You will be site based and must be able to work on your own initiative with managerial guidance. You will be:

- · Working closely with the residents and providing full support on any possible issues
- Working closely with the site manager to highlight any possible concerns with site safety or welfare to both residents and site operatives
- Working with the client and/or their representatives to ensure all expectations are being met
- Supporting the site manager with quality control, environmental and H&S requirements
- Producing and delivering literature to residents informing them of start dates / details of works etc.
- Recording and reporting any complaints made, ensuring that all complaints are dealt with professionally and are resolved in a timely manner
- · Providing continual support to residents whilst works are being carried out to their property

## How Do I Apply?

To apply for this position please send your CV and a covering letter, stating why you would like to join the team, to info@rbensons.co.uk or R Benson, Unit I, Anlgo Business Park, Asheridge Road, Chesham HP5 2QA.

If successful, you will be joining a company at an exciting time of growth. Training and career progression opportunities will be available for the right candidate. We are an equal opportunities employer.