

Talent Pool Opportunity

Job title Tenant Liaison Officer / Administrator

Job Description / Main Duties

The role purpose is to assist AB Building & Electrical on their contract with Wythenshawe Community Housing Group, by offering full administrative support for the Wythenshawe contract and working closely with tenants to get access to properties. As a Tenant Liaison Officer / Administrator, you will be the first point of contact for residents, to keep them informed about any activities AB Building & Electricals will be carrying out on their property, as well as producing a schedule of work for technicians. You will be out in the neighbourhood so a full driving license and access to a vehicle is required, mileage will be reimbursed.

Company information

We are an Independent Electrical Contractor based in Widnes: AB (Electrical) Engineering Ltd are an Independent Electrical Contractor providing Electrical services for Public and Private sector clients in Domestic, Commercial, Industrial and Leisure markets. Our activities include Domestic single-phase installations to Commercial & Industrial three-phase systems. We can provide Clients with a total design & build package that includes first phase consultation right through to the final installation including testing & commissioning of mechanical, electrical control and or instrumentation systems.

Where will they be based?

Enterprise Centre, Benchill Road, M22 8LF, although this role will require you to travel around Wythenshawe to visit tenants.

Person criteria

- Strong IT skills, with experience of using Excel spreadsheets
- Ability to co-ordinate a service that works in the interest of the contract and tenants
- Effective and efficient administrator
- Experience of working independently, using initiative
- Go the extra mile providing excellent customer service at all times
- Ability to respond to the different needs of our customers and take responsibility for ensuring customers are satisfied with the service
- Problem solving skills and able to handle customer complaints
- Able to communicate effectively with tenants, technicians and clients
- Professional approach, representing the company in a positive light
- Able to prioritise and organise own workload
- Driving licence with access to own vehicle

Salary Negotiable depending on experience **Work pattern** Monday – Friday, 40 hours per week

Contract length The role will be for the duration of the Wythenshawe contract, which currently stands at 5 years, subject to a satisfactory probation period. **Starting** As soon as possible

How to apply

Talent Pool service is managing the recruitment of this opportunity. If you are interested, return your most up to date CV and a covering letter, detailing how you meet the criteria above to realopportunities@wchg.org.uk.

Your CV and covering letter will then be sent on to the employers, who will shortlist accordingly.

Closing date is 1st May, although interviews will be scheduled as and when strong applications are received. The opportunity will be closed as soon as a suitable applicant is found.

If successful at interview, you may be invited to take part in a work trial as part of the application process.