



Resident Liaison Officer

Salary: Band 6 - £28,239 - £32,061 p.a.

Hours per week: 37

Location: Civic Offices, Portsmouth. Role is office based however you will frequently need to attend blocks of flats within Portsmouth and other venues outside of normal office hours.

Contract type: Permanent

Job Purpose:

To provide a dedicated, responsive and customer-focused frontline service to residents affected by high-rise building safety and decant programmes. The role acts as the primary point of contact between residents, contractors and the council's project teams, ensuring concerns are addressed promptly, communication is clear, and support is provided throughout the duration of the works.

The postholder resolves the majority of day-to-day issues directly, helping maintain trust, minimise disruption and support the safe, timely and efficient delivery of the building safety programme.

What is the role?

Resident Engagement & Communication:

- Act as the main liaison between residents, contractors and project teams, providing clear, accurate and timely information.
- Build strong relationships with households, ensuring concerns are addressed and queries handled with professionalism and empathy.
- Gather and record essential resident information, including vulnerabilities and household needs, to support personalised decant planning.
- Update FAQs, noticeboards, leaflets and newsletters to ensure residents receive consistent and reliable information.

Decant Coordination:

- Support households with practical aspects of temporary or permanent decanting, including coordination of removals, management of personal contents and access arrangements.
- Coordinate appointments, property visits, and utility arrangements.
- Identify additional support needs, including safeguarding or welfare interventions, and arrange appropriate assistance.
- Ensure households understand timelines, expectations and impacts relating to building safety works.

Issue Resolution & Case Management:

- Manage a broad range of day-to-day issues, from simple enquiries to complex or emotionally charged situations.
- De-escalate conflict, provide reassurance and maintain resident confidence during challenging interactions.



- Investigate concerns relating contractor conduct, site incidents, noise, disruption or safety issues, resolving where possible or escalating appropriately.
- Record actions, updates and resident interactions accurately and in line with data protection requirements.

Partnership Working:

- Liaise regularly with contractors, surveyors, Housing Needs & Supply, as well as regular interaction with Council Tax, Housing Benefit and other corporate services.
- Work closely with removal companies, utility providers, support organisations and third sector agencies.
- Represent residents' views within project discussions, contributing to effective decision making.

Operational Support:

- Monitor progress of resident-related actions and ensure timely follow-up.
- Coordinate a range of logistical and administrative tasks, such as ordering materials within agreed purchase card limits, arranging meetings and coordinating attendance.
- Maintain high standards of professionalism, confidentiality and record-keeping.
- Support wider project delivery by ensuring residents are prepared for key stages of works and moves proceed on schedule.

Who is the person?

The ideal candidate is someone who will:

- Have experience in customer-facing roles withing housing, resident liaison or another frontline service environment.
- Demonstrate excellent communication skills, both written and verbal, and the ability to handle sensitive or challenging conversations.
- Be able to interpret project-related information and explain it clearly to residents.
- Be able to adapt to residents' individual needs and circumstances, including those who are vulnerable.
- Be able to stay calm and resilient during periods of high demand or emotionally intense situations.
- Have a good standard of general education, including GCSE (or equivalent) in English and Maths.
- Is physically able to work across high-rise buildings, including using stairs, visiting individual properties, and attending various on-site meetings.
- Have a valid driving license and access to a vehicle to be able to effectively travel to assets as necessary.
- Experience of working with and communicating with a wide range of stakeholders including Members, Directors, Assistant Directors, and other senior staff across the council.



- Have experience of managing and safeguarding sensitive resident information, including personal data, vulnerabilities, decant plans and correspondence, ensuring all handling complies with data protection and confidentiality requirements.
- Can balance personal safety, resident welfare and project needs simultaneously especially when working in a range of challenging working conditions.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).