



## Resident Liaison Officer (RLO)

- Requirements: Experience in a resident-facing, customer service, or liaison role
- Team: Frankham Risk Management Services
- Reporting to: Head of Fire Consultancy

We are seeking a proactive and professional Resident Liaison Officer (RLO) to join our team to support major compliance projects.

Working closely with the Project Manager, you will play a key role in ensuring that resident access requirements are met.

This role requires an excellent communicator who can build trust and maintain positive relationships with residents, leaseholders, and clients. You will act as the key link between residents and our consultancy team, ensuring clear communication, smooth access for inspections, and a high standard of customer care.

This is a varied and rewarding role that combines project support, customer care, and on-site liaison.

## Responsibilities

---

Support to the Project Manager:

- Work closely with the Project Manager to ensure sufficient access to dwellings is secured to meet project scope and sampling requirements.
- Provide regular updates on access rates, refusals, and scheduling progress.
- Escalate issues such as persistent non-access or resident refusals promptly to the Project Manager for resolution.
- Assist in coordinating resources to keep inspections on track with programme deadlines.
- Attending regular client meetings.

Resident Engagement & Communication:

- Act as the first point of contact for residents affected by inspection or compliance works.
- Issue letters and follow-up calls (up to 3 attempts) to arrange convenient appointments.
- Provide information, reassurance, and support to residents, addressing queries and concerns empathetically.
- Attend resident and client meetings to support engagement.
- Maintain accurate project records, appointment trackers, and client systems.
- Issue regular updates and reports to the client, including access success rates and escalation of refusals.
- Act as the key liaison between residents, the consultancy team, and the client.
- Issue letters and follow up with up to three call attempts to arrange convenient appointments.
- Address queries and concerns with empathy, ensuring residents feel supported and informed.
- Attend resident and client meetings where required to support communication.
- Support compliance with GDPR in handling resident contact details.

On-Site Support:

- Accompany the consultancy team on inspection days, helping manage access to dwellings.
- Act as the on-site liaison to resolve resident queries and ensure smooth progress.
- Promote professionalism and represent the Frankham Group's values at all times.

## Skills & Experience

---

Essential:

- Strong communication and interpersonal skills with the ability to engage across all levels.

- Excellent organisational and time management abilities.
- Confident in managing challenging conversations with diplomacy and empathy.
- IT literate with good working knowledge of Microsoft Office (Word, Excel, Outlook).
- Experience in a resident-facing, customer service, or liaison role.
- Ability to remain calm under pressure and manage multiple priorities.
- Hold a full UK driving license.

Desirable:

- Background knowledge of compliance, risk management, or housing inspections.
- Experience working within social housing, property services, or fire safety projects.
- Previous experience liaising between contractors, residents, and clients.

## Benefits & Initiatives

---

Frankham offer excellent benefits and initiatives, including:

- Hybrid working policy
- Annual leave - sell, buy & carry-over
- Health Insurance - Health Shield cash plan
- Long service award
- Incentive scheme
- Frankham Friday
- Professional qualification support
- Cycle-to-work scheme
- Death in service
- Annual season ticket loan
- Generous maternity & paternity pay

## About Frankham Group

---

Frankham is a top 50 multi-disciplinary consultancy with over 40 years of experience, providing a full range of design and consultancy services to the built environment.

At Frankham we have a dedicated and knowledgeable team of industry experts, all with diverse abilities, striving to provide high quality solutions to all our clients. The company strives to improve the surroundings in which we all live and work. We have held an Investors in People accreditation since 2011 and currently hold gold accreditation.

Our belief is simple – use intelligent ideas to create human benefits. From environmentally sustainable buildings to individual commissions, our projects have one thing in common, they improve peoples' lives.

You will be stepping into a dynamic, and meritocratic environment, where your voice and input will be heard. We have an 'open door policy', allowing easy access to the senior minds in the business. We are a business committed to providing people with opportunities to achieve their career goals.

Our vision is to become the leading privately owned consultancy in the South of England, differentiating ourselves from the large corporates, being a best place to work and a leader in the market in each of our disciplines.