

Job Profile

Job Title	Estate Liaison Officer (Maintenance)		
Job Reference No.	HOMEJD761	Date of issue:	10/04/2026

The job in a **nutshell...**

Working alongside the Maintenance and Contracts Managers, Surveyors and Project Surveyors the ELO is responsible for delivery of effective customer experience throughout all maintenance works, taking accountability for overseeing maintenance works seeing them through the "eyes of the customer" and representing the "customer voice" with stakeholders/contractors/tradesmen.

You'll work with the Head of Customer Engagement, Heads of Service Delivery and Heads of Maintenance Delivery to ensure maintenance works are delivered in a customer friendly way, driving customer satisfaction improvements through analysis, insight and feedback.

What **success** will look like...

Effective data analysis which leads to improved customer satisfaction through working with the maintenance management team to drive improvements.

Improved customer experience through being a key point of contact during maintenance works to quickly resolve any customer issues or anxiousness before they escalate and formalise.

Improved maintenance ways of working to ensure the customer is at the heart of processes and decision making, speaking out and representing the voice of the customer at all times.

Greater oversight of all maintenance works ensuring potential issues and disputes are resolved at the earliest opportunity and insights from these experiences are used to drive continuous improvement.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.

**Technical qualifications,
experience and knowledge.**

We have an eye for detail • Applying legislation, working within policies and procedures • Using and recording information accurately and timely • Working in a safe, effective, caring and well-led way	Maintenance and technical knowledge • Experience working in a maintenance or technical environment • A broad understanding of maintenance practices and repair processes • Ability to understand and interpret technical specifications and requirements
We get where our customers are in their lives • Walk in our customers shoes • Understand how your role makes a difference to our customers • Recognise each customer is different and adopt a flexible, personal approach	Managing maintenance delivery • Experience of overseeing maintenance works through to successful completion • Working with external contractor networks to deliver agreed outcomes • Monitoring progress and quality of works to ensure issues are resolved early
We are self-starters • Be well organised • Be proactive • Strive to get it right the first time	Data analysis and insight • Proven ability to analyse and interpret performance and customer data • Translating data into clear, practical action plans • Using insight to drive service improvements and better customer outcomes

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Awareness of construction health, safety and compliance rules and regulation.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

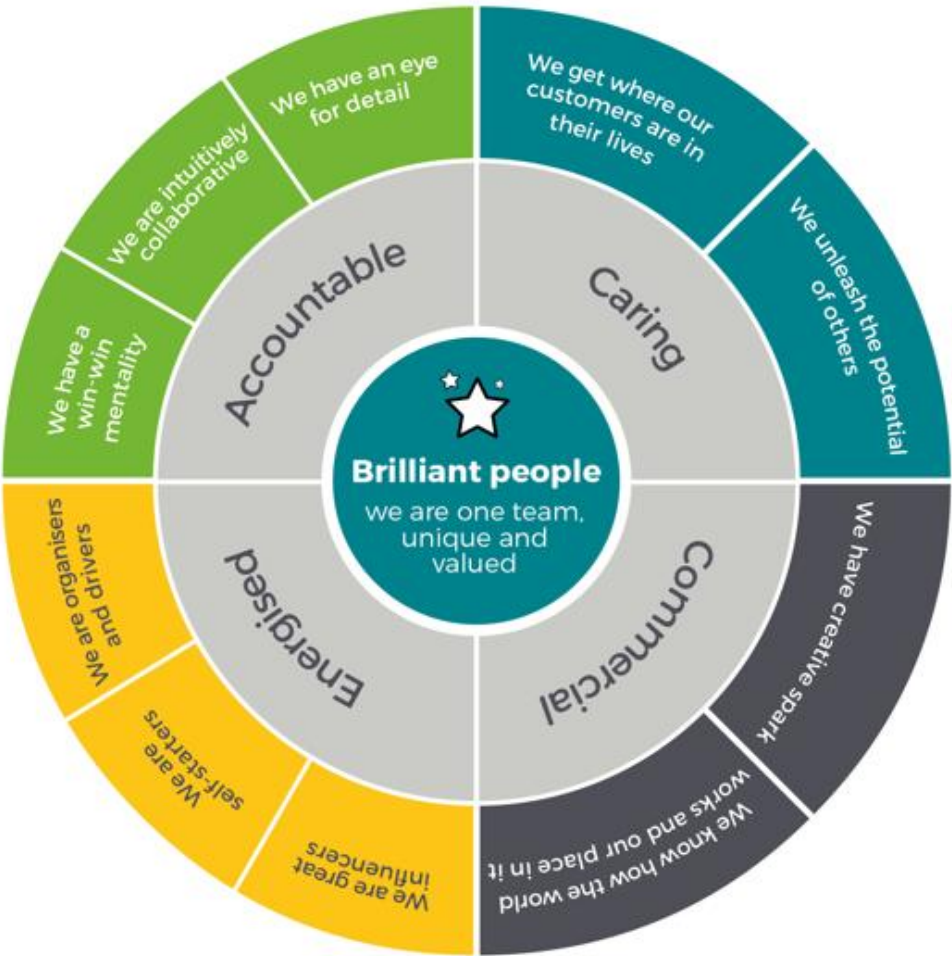
Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

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Other **important** stuff...

Budget Holder	No	Budget value up to £	Enter value
Manages People	No	# of direct reports circa	Enter value
Travel	Frequent	Driving Essential	Yes
DBS	Basic		



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