



Customer Experience and Liaison Officer (12 month contract)

About us

Populo Living is Newham's housing company. We are wholly owned by Newham Council and exist to tackle the shortage of homes in the Borough and to deliver half as genuinely affordable homes.

Our promise is to Make Newham Home for everyone, whatever their background. We build high-quality, energy-efficient and sustainable homes which people are proud to call their own, creating new communities and improving existing ones. We are now also a registered social housing provider, offering resident's on Newham's housing waiting list brand new homes at affordable rents. With the support of our shareholder Newham Council, we are committed to making local people's lives better now and in the long-term.

Our team value our connections to Newham, and it is important to us to reflect and understand our borough and its diverse communities. We are keen to recruit local people and those who share our values around diversity and inclusion. We welcome applications from individuals from any community who can bring complementary skills and the right attitude to our ambitious team.

Role overview

Are you equally good at talking and listening? Are you organised and good at making sure things get done? Do you know Newham well and understand local diverse communities?

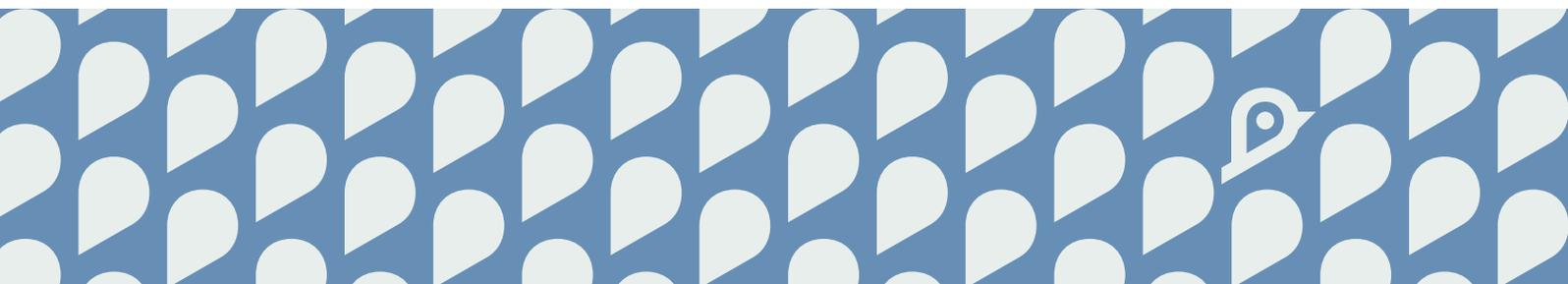
Then this job could be for you!

We are looking for an enthusiastic, hardworking and outgoing individual who will have two key responsibilities:

- 1. Engaging local residents and communities, Keeping residents informed about scheme proposals, collecting their thoughts and ideas on development ideas, feeding this information back to the project team so they can act on it**
- 2. Organising communication activities with residents**

We are keen to employ a local resident who is familiar with Newham.

You would be supported in working with residents by the Populo team. Training and resources would be provided.





You will need to be organised and accurate with excellent interpersonal skills to liaise with Council departments to arrange and monitor arising issues.

Person Specification

- A person who gets things done!
- Trustworthy and credible; an excellent role model for the community
- Highly motivated with strong work standards & ethics
- Confident personality with strong interpersonal skills to liaise with numerous stakeholders and resolve situations effectively, tactfully and with minimal conflict while maintaining positive relationships
- Ability to make sound judgement in challenging situations
- A team player who can understand and contribute to wider project objectives
- A healthy dose of creativity never goes amiss

To apply

If you are interested in being considered for this role please send a copy of your CV and a covering letter to **Val Bagnall** at val.bagnall@populoliving.co.uk by 5pm on 30 June 2021.

