

Recruitment Pack

Building Safety Resident Liaison Officer

Thank you for your interest in the role of **Building Safety Resident Liaison Officer**. We're pleased that you are considering joining ISHA.

This is an important role within our Building Safety team, supporting the delivery of building safety, remediation, and resident engagement activity across our homes. You will act as a key link between residents, contractors, and internal teams, helping to ensure residents are informed, supported, and engaged before, during, and after works, and as safety measures are introduced.

You will play an important role in helping us deliver our resident engagement responsibilities in higher-risk buildings, supporting residents to understand building and fire safety arrangements, planned works, and how these may affect them.

In this hands-on role, you'll support residents affected by building safety and remediation works, acting as a key link between residents, contractors, and internal teams. You'll help ensure communication is clear, timely, and accessible, and that residents feel informed and supported throughout. You will also contribute to the delivery of our building safety responsibilities by helping residents understand safety measures, gathering feedback, and assisting with resident support information, including RPEEPs or equivalent arrangements, in line with ISHA policy.

This role will suit someone who is confident building positive relationships with residents, colleagues, and contractors; is organised, empathetic, and detail-focused; and can manage sensitive issues calmly and professionally. You'll be comfortable coordinating communication, responding to resident concerns, maintaining accurate records, and helping ensure the resident voice remains central to building safety delivery.

At ISHA, we want our values to guide everything we do. We want our workplace to reflect these values and to be a space where colleagues feel safe, supported, and empowered to do their best work. The successful candidate will be key to making this happen.

If this sounds like the right opportunity for you, please apply with your CV and a covering letter answering the following questions:

(a) Why do you believe you are a strong fit for this role, with reference to the job description and person specification?

(b) Tell us about a time you supported residents through disruptive works, a safety issue, or a sensitive housing matter. How did you communicate with residents, manage concerns, and help achieve a positive outcome?

(c) What motivates you most about working in building safety and compliance within social housing, particularly in a role that helps residents understand safety measures, planned works, and their impact?

(d) How do you manage competing priorities and deadlines across multiple resident, project, and compliance workstreams while maintaining accurate records, clear communication, and a high standard of service?

(e) Anything else you feel is relevant, including your experience of:

- resident engagement or customer-facing roles
- explaining technical or safety information in plain English
- working with contractors or internal teams
- supporting compliance or building safety activity

Unfortunately, we cannot consider any applications that do not answer these questions.

Best wishes

Daniel

Assistant Director of Building Safety and Compliance

About us:

Islington and Shoreditch Housing Association (ISHA) is a community and neighbourhood-based housing organisation, managing and developing quality affordable housing for people in North and East London, and building homes in Hackney, Islington, and Waltham Forest.

We are ambitious:

Our vision is to co-create homes and communities where everyone can flourish so that “if people could choose, they’d choose us”.

Co-creation is central to our vision. We believe that for people to flourish, they need not only to have safety, security, and a sense of belonging, but they also need to be able to contribute to and shape their environment. We believe that for everyone, including our residents, and staff.

Our values:

We strive to be a values-led organisation with our values being at the heart of who we are and what we do, including how we approach and deliver our work with residents and each other. They inspire our thinking and help guide our actions. We have new values and behaviours about to launch at ISHA (May 2026) alongside our new five-year corporate strategy, which you will be instrumental in helping us deliver our objectives.

We offer a wide range of housing choices: social rented, shared ownership, intermediate rent, market rent, supported housing, and options for the elderly. We also provide homes and support for the Vietnamese, South-East Asian and wider communities. We are committed to ensuring equality, diversity, and inclusion of all communities in our approach to services and the way we work.

ISHA is smaller and more local than many other housing associations operating in London. The roots of ISHA go back to 1933 when we were involved with tackling slum clearance, poverty, overcrowding, ill-health, and high rents. Today we employ close to 80 staff and have over 2,500 homes.

We are proud to be a London Living Wage employer, and no employee will earn below that level. It is calculated independently to reflect the high cost of living in the capital, giving a worker in London and their family enough to afford the essentials and to save.

We are a diverse organisation with opportunities across a wide range of roles and professions, and we welcome talent from different backgrounds.

We provide safe spaces for staff to speak out and have a plan to make us proudly anti-racist. This work has led to co-creating a diversity and inclusion strategy, and we have an internal staff-led Council, who hold regular surgeries for staff to share their concerns in a safe space.

We work in close co-operation with our local authorities, the social housing regulator Homes England, the Greater London Authority (GLA) and other local housing associations, including Black and Minority Ethnic, special needs Housing Associations and co-operatives. Investment in development is provided through our own borrowing, the GLA and through local authorities. ISHA leads the North River Alliance (NRA), which is a consortium of North and East London community-based housing associations.

We have a G1 Governance rating and V2 Financial Viability rating.

Equality, Diversity, and Inclusion statement

We expect all ISHA's staff, residents, and stakeholders to be treated equitably and with respect in their dealings with us.

We will be inclusive and reflect the rich and diverse communities we exist to serve.

We will work to earn the trust and confidence of staff, residents, and stakeholders that they can expect - from us and our contractors - respect, fairness, and equitable treatment.

ISHA has co-created an equality, diversity, and inclusion strategy for 2023-25 (running concurrent to the current strategic plan) and works within the framework of this as well as all current legislation and codes of practice.

Employee benefits

Contractual

29 days annual leave (plus bank holidays) rising to 31 days after five years' service (pro-rata for part-timers). There are three compulsory office closure days between Christmas and New Year, which need to be taken from an employee's annual leave entitlement.

Non-contractual

Pension: Defined Contribution as a salary sacrifice. Starting at employer (ER) contribution of 6% and 2% employee (EE), or match funded up to a maximum of 10% from ER and EE.

Emergency leave: Up to five days per annum for unexpected emergencies. Day one is paid on five occasions to allow employees time to make alternative arrangements.

Financial services: We joined with the London Credit Union that provides employees with fair, ethical, and affordable financial services. You can also access the home contents insurance negotiated for our residents.

Working flexibly: Up to three days working from home per week, if your role allows and with prior managerial approval. With monthly designated 'all in' days.

Employee Assistance Programme (EAP), offering emotional and practical support, advice for legal or financial matters, a manager support line and access to online self-help resources that can help you stay focused and protect your mental health and wellbeing.

Support for continuous professional development: Everyone has a Personal Development Plan, and we offer opportunities to take qualifications, contributing partial funding and study leave. We also offer study loans repayable over 10 months.

Management Academy for managers: Ongoing professional development for all managers that supports ISHA to set minimum standards and helps us meet best practice as line managers. We are members of the Institute of Customer Service and other relevant bodies with access to training through them. We also support **relevant professional subscriptions** (with approval).

Social opportunities: as a small organisation we meet regularly as a whole team, celebrate successes

and share experiences.

Staff awards: Quarterly awards where colleagues nominate one another to express gratitude for great work. There are gift voucher prizes for individuals and a team award.

Health and wellbeing: a health cash plan to reclaim a percentage of the costs for a variety of health services, virtual GP appointments, second opinion diagnosis, online physio, shopping, and gym membership discounts. We also offer eye care vouchers, cycle to work scheme, Interest Free Season Ticket Loan (these are all available post probation).

[Access to our office - 102 Blackstock Road, London, N4 2DR \(map below\)](#)

Parking: There is very limited parking in the Finsbury Park area, but ISHA can provide a parking permit to staff with a disability who can only commute via car. We have pool cars, and staff can book parking spaces when transport is essential for their role.

Bicycle racks are available outside the back and front of the office.

Tube/underground: The nearest tube station is Finsbury Park on the Victoria and Piccadilly lines (10 minutes' walk to our office).

Trains/overground: The nearest train station is Finsbury Park with trains from Moorgate and Kings Cross. London Overground operates a train from Stratford to Finsbury Park.

Buses: Many buses run between Finsbury Park station and our office: 4, 19, 106, 236. Other buses stop on Seven Sisters Road (7 minutes' walk) 29, 253, 259, 279.

[Physical layout and features](#)

Reception and the Customer Services Team are located on the ground floor. All other departments are on the first and second floors. There is a lift that serves each floor.

Our office is wheelchair accessible, and there is a disabled toilet on every floor, and one at Reception. The height of some desks can be adjusted and would be suitable for wheelchair users or very tall people.

There are soft strip lights throughout with good natural light. Some managers' offices are further away from windows and rely more on artificial lighting. However, those offices have an air-cooling system to facilitate temperature control.

As the office is mainly open plan, noise levels vary and can, at times, be high. Most employees sit in an open plan office area with colleagues, with computers and printers operating intermittently during the day.

There are audio loop systems in the main meeting room, the tenant interview rooms, and at Reception.

