

JOB DESCRIPTION & PERSON SPECIFICATION

Building Safety Resident Liaison Officer

Location: ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR

Reports to: Head of Building Safety

Direct reports: None

Team: Building Safety

Directorate: Development and Building Safety

JOB PURPOSE: This role provides a vital link between ISHA, residents, contractors, and internal teams in the delivery of building safety remediation projects and the ongoing management of resident engagement in higher-risk buildings (HRBs). You will act as the key liaison for residents, ensuring clear, timely, and empathetic communication before, during, and after work, and as buildings and safety measures come into operation.

In addition to supporting the successful delivery of remediation and safety improvement works, you will help deliver ISHA's Resident Engagement Strategy for HRBs by maintaining regular communication with residents, supporting consultation activity, gathering feedback, and helping residents understand how building and fire safety arrangements affect them.

Working closely with the Head of Building Safety, Building Safety Manager, Housing, Development, and contractor partners, you will also support the coordination of resident support information, including assistance with PEEPs or equivalent resident support processes in line with ISHA policy, and help ensure ISHA meets its duties under the Building Safety Act 2022, Fire Safety Act 2021, and associated regulations while maintaining a strong resident focus.

ISHA's VALUES: Consistently demonstrate and champion ISHA's values through your behaviours, decisions, and interactions, whilst always acting as a positive and visible role model for our values:

- Professional
- Motivated to Deliver
- People Focused
- Compassionate

KEY ACCOUNTABILITIES:

1. Act as the first point of contact for residents and leaseholders affected by building safety remediation works, fire safety improvement programmes, and related activity in higher-risk buildings, ensuring clear, consistent, and empathetic communication.
2. Plan, coordinate, and attend resident meetings, drop-in sessions, consultations, and engagement events, including evening or weekend sessions where required.
3. Prepare and issue clear resident communications, including letters, newsletters, FAQs, progress updates, consultation material, and building safety information in accessible formats.
4. Support the delivery of ISHA's Resident Engagement Strategy for higher-risk buildings by maintaining ongoing engagement with residents before, during, and after remediation or safety improvement works.
5. Help residents understand building and fire safety arrangements, planned works, access requirements, timescales, disruptions, and the purpose of safety measures being introduced or brought into operation.

6. Coordinate resident feedback through surveys, meetings, visits, and casework, ensuring residents' views and concerns inform service delivery, engagement planning, and lessons learned.
7. Manage and record resident queries, complaints, vulnerabilities, and correspondence, ensuring timely responses, appropriate escalation, and accurate case records.
8. Support residents through periods of disruption, including access arrangements, temporary decants where required, and communication with vulnerable residents or those requiring additional support.
9. Assist with the coordination of resident support information, including support for PEEPs or equivalent arrangements, in line with ISHA policy and in collaboration with Housing, Building Safety, and other relevant teams.
10. Support the Head of Building Safety and Building Safety Manager in delivering remediation projects and wider building safety programmes, ensuring the resident voice remains central throughout delivery.
11. Maintain accurate project and engagement records, including communication logs, meeting notes, action trackers, resident concerns, consultation outcomes, and relevant building safety documentation.
12. Work closely with contractors, consultants, Housing teams, Development colleagues, and other internal stakeholders to coordinate resident-facing activity and ensure consistent messaging.
13. Support the transition of buildings and projects from delivery into business-as-usual management by coordinating resident communications, handover information, and post-completion engagement.
14. Produce reports, dashboards, and briefing notes on engagement activity, resident issues, project progress, and emerging risks for internal stakeholders.
15. Ensure all resident engagement and project activity is delivered in line with ISHA's policies, safeguarding requirements, equality, diversity, and inclusion commitments, data protection requirements, and relevant building safety legislation.
16. Support continuous improvement by identifying lessons learned from resident engagement, complaints, project delivery, and building safety activity, and feeding these into plans and service improvements.

ESSENTIALS: In addition to the principal accountabilities of the role, there are significant elements that we deem essential for every role at ISHA:

Ensure safeguarding responsibilities are fully and effectively met by promoting a safeguarding culture appropriate to the scope and seniority of the role.

Champion equity, diversity and inclusion in all aspects of work, ensuring policies are actively applied and the principles of fairness, inclusion and respect are positively promoted.

Maintain a safe, compliant, and responsible working environment by ensuring full adherence to health and safety and data protection requirements, and by promoting practices that protect personal wellbeing, organisational data, and the safety of others.

Ensure priorities are met through flexible and responsive working, adapting approach and taking on additional reasonable responsibilities to support the needs of the team, directorate and ISHA, as and when required.

PERSON SPECIFICATION

Building Safety Resident Liaison Officer

Right to work in the UK	
1. Proof of eligibility to currently work in the UK (we are unable to offer visa sponsorship)	Essential
Education and Qualifications	
2. Good general education with excellent literacy and numeracy skills.	Essential
3. Relevant qualifications in housing, customer engagement, building safety, fire safety, construction, or project management (e.g., CIH, IRPM, NEBOSH, IOSH, APM, Prince2, or equivalent)	Desirable
Knowledge, Skills and Competencies	
4. Working knowledge of building safety legislation and resident engagement requirements, particularly the Building Safety Act 2022, Fire Safety Act 2021, and associated guidance for higher-risk buildings.	Essential
5. Demonstrable experience of social housing, building safety, customer engagement, resident liaison, or housing management	Essential
6. Demonstrable experience of successful delivery of remediation projects, major works, compliance programmes, or resident engagement activity in occupied residential buildings	Essential
7. Experience of supporting vulnerable residents, managing sensitive resident cases, or working with residents who require additional support	Essential
8. Experience of liaising with residents on complex, technical, or sensitive issues and building trust in challenging circumstances	Desirable
9. Experience working with contractors, consultants, internal stakeholders, or partner agencies to coordinate resident-facing activity	Desirable
10. Strong understanding of building and fire safety principles, resident engagement good practice, and the importance of accurate information in higher-risk residential settings	Essential
11. Excellent written and verbal communication skills with the ability to explain technical or safety information clearly, accurately, and in plain English	Essential
12. Strong organisational, case management, and record-keeping skills, with the ability to maintain accurate resident, project, and engagement information	Desirable
13. Confident using Microsoft 365 and document management systems to manage correspondence, engagement records, action trackers, and reporting	Essential
14. Ability to prioritise multiple workstreams, manage competing resident and project demands, and remain calm and professional under pressure	Essential
15. Proactive, empathetic, and solution-focused approach	Essential
16. Curiosity and drive for continuous improvement	Essential