

JOB DESCRIPTION & PERSON SPECIFICATION

Resident Liaison Officer (RLO) Awaabs

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

Reports to: Assets and Repairs Manager

Direct reports: None

Team: Repairs and maintenance

Directorate: Assets and Repairs

JOB SUMMARY: To act as the main point of contact between ISHA, contractors, and residents or leaseholders during investigations and remedial works related to damp and mould. The Resident Liaison Officer Awaabs plays a critical role in ensuring residents are fully informed, supported, and safeguarded throughout the process, in line with the statutory requirements of Awaab's Law. This includes ensuring timely communication, minimising disruption, and promoting trust and transparency. The RLO Awaabs will proactively maintain contact with residents and leaseholders, escalate concerns or complaints appropriately, and ensure that all engagement reflects ISHA's values and commitment to safe, healthy homes.

PRINCIPAL RESPONSIBILITIES:

1. To act as the primary point of contact for residents affected by damp and mould, ensuring timely, empathetic, and effective communication in line with the legal duties set out under Awaab's Law.
2. To support the delivery of ISHA's damp and mould response strategy, ensuring that all resident engagement, consultation, and communication meet the statutory timeframes and quality standards required by the Hazards in Social Housing (Prescribed Requirements) Regulations 2025.
3. To lead the development and implementation of resident consultation plans for damp and mould remediation projects, ensuring that residents are informed, involved, and supported throughout the process.
4. To coordinate with contractors and internal teams to agree on the format and content of resident information packs, newsletters, and updates—ensuring accessibility and clarity across multiple media formats.
5. To ensure compliance with Awaab's Law timeframes, including:
 - a. Emergency hazards made safe within 24 hours.
 - b. Significant damp and mould investigated within 10 working days.
 - c. Written findings provided to residents within 3 working days of inspection.
 - d. Remedial works initiated within 5 working days of hazard confirmation.
6. Alternative accommodation offered where homes cannot be made safe within required timeframes.

7. To maintain a proactive, customer-focused presence on-site, attending resident homes and communal areas regularly to identify issues early, provide reassurance, and ensure residents feel heard and supported.
8. To represent ISHA at resident meetings, forums and community nights, advocating for tenant safety and wellbeing, and ensuring feedback is captured and acted upon.
9. To champion ISHA's values, ensuring that all engagement is respectful, inclusive, and responsive to the needs of vulnerable residents, including children, disabled individuals, and those with health conditions.
10. To contribute to continuous improvement, by identifying trends, sharing insights, and helping shape ISHA's approach to damp and mould prevention and remediation.
11. Support vulnerable residents, including those with disabilities, health conditions, or language barriers, by tailoring communication and offering additional assistance where needed.
12. Maintain accurate records of all resident interactions, complaints, inspections, and resolutions using housing management systems to ensure auditability and compliance with Awaab's Law.
13. Monitor and report on resident satisfaction, using surveys and feedback tools to inform service improvements and ensure continuous learning.
14. Champion social value initiatives, ensuring that contractors and internal teams deliver added value to communities during damp and mould works.
15. Provide education and guidance to residents on damp and mould prevention, ventilation, and post-remediation care, including the use of new technologies or systems installed.
16. Work flexibly to meet resident needs, including:
 - a. Saturday morning availability for home visits or resident meetings.
 - b. Evening availability beyond 17:00 hours, particularly for working residents or community events.
17. Collaborate with external stakeholders, such as local authorities, health professionals, and community groups, to ensure joined-up support for affected residents.
18. Support internal reporting and compliance, including contributing to Housing Ombudsman responses, regulatory audits, and internal performance reviews related to damp and mould cases.

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

19. To ensure you comply with ISHA's procedures for promoting and safeguarding the welfare of children and vulnerable adults appropriate to your role.
20. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
21. To comply with ISHA's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
22. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.

23. To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, trusted to make the difference, and Respect for everyone in your work, behaviour and in your professional relationships with colleagues, partners, and residents.

PERSON SPECIFICATION – Resident Liaison Officer (RLO)		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications			
2.	Good general education with excellent literacy and numeracy skills	✓	
3.	A relevant professional qualification in Housing.		✓
Experience			
4.	Previous experience in social housing or tenant engagement.		✓
5.	Experience in a customer-facing role, ideally in housing, social care, or construction.	✓	
6.	Experience in the use of Rubix, Housing Management and/or Asset Management software or database systems.		✓
7.	Experience in the collection, validation, storage, and analysis of business data to support service delivery		✓
8.	Experience of preparing, writing & presenting reports from data management systems and the provision of accurate data for storage and retrieval.	✓	
9.	Experience of developing and delivering action plans.	✓	
10.	Experience and general understanding of good health and safety practice.	✓	
Knowledge & Skills			
11.	Ability to disseminate information and demonstrate effective inter-personal skills, ability to form and collate information into detailed reports.	✓	
12.	Practical working knowledge of Awaabs law	✓	
13.	Highly developed communication skills, including the ability to share complex information with others (individuals and groups).	✓	
14.	Excellent organisation and prioritisation skills with the ability to multi-task.	✓	
15.	Ability to manage sensitive situations with empathy and professionalism.	✓	
16.	Is curious, with a strong desire for continuous improvement (for self and others)		
17.	Strong, creative, problem-solving skills and able to work well under pressure.	✓	
18.	Ability to work on own initiative and as a team member	✓	

19.	Good computer skills, including proficiency in the use of excel and word Windows based applications.	✓	
Values			
20.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> • Pride in team ISHA • Passionate commitment to customers • Trusted to make the difference • Respect for everyone 	✓	