Role Profile

Role Details			
Role Title	**Customer Resident Liaison Officer**	**Section**	**GCC**
Division	**City Building (Glasgow) LLP**	**Report To**	**Project Manager**
Grade/Salary	**SCP19-30**	**Date Completed**	**October 2026**

Company Overview

City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.

City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.

Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.

Our Values

Excellence: to deliver quality in everything we do.

Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.

Trust: to be trusted by our employees, clients and partners.

Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.

Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.

Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs

Our Vision

Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value.
We will deliver for the citizens of Glasgow through high-quality, fair-paying jobs, and training opportunities which build the skills to support a more sustainable city. We will play a key role in reducing inequalities and improving the quality of life for the people and communities of Glasgow.

Role Summary
The Customer Resident Liaison Officer plays a vital role in representing City Building and acts as the primary point of contact between residents, customers, business units, contractors, and key stakeholders. The postholder is responsible for building positive relationships with customers, ensuring effective communication throughout the lifecycle of planned works, and delivering a high standard of customer care that reflects the organisation's values and commitment to service excellence. Working closely with operational teams, you will ensure that programmed works are delivered smoothly, efficiently, and with minimal disruption to residents. You will maintain regular daily contact with customers, keeping them fully informed of the scope, progress, sequencing and expected completion of works, while proactively addressing any concerns, issues, or queries that may arise. As a key representative of City Building, you will develop and maintain strong working relationships with clients, partners, stakeholders, and internal business units, ensuring effective collaboration and communication at all levels. You will work proactively with colleagues across the organisation to identify opportunities to enhance service delivery, resolve issues efficiently, and ensure customers receive a responsive, professional, and customer-focused service. The postholder will be expected to demonstrate excellent interpersonal, communication and organisational skills, with the ability to manage competing priorities in a fast-paced environment. A flexible and adaptable approach is essential, as the role may require travel to various locations, and attend customer meetings. As an integral member of the team, you will champion a culture of customer excellence, taking ownership of customer issues, promoting positive engagement with residents, and contributing to the successful delivery of City Building's investment, refurbishment and maintenance programmes. Enthusiasm, professionalism, and a commitment to delivering outstanding customer experiences are essential to success in this role. *At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.*

Role Outputs	
Role Output:	**Includes the Requirement to:**
Customer Communication and Engagement	– Act as the primary point of contact between City Building, residents, customers and stakeholders. – Build positive working relationships with customers and provide a professional, responsive service. – Maintain regular communication with residents before, during and after works are completed. – Manage customer expectations by providing accurate information and responding promptly to enquiries and concerns. – Promote customer satisfaction and ensure feedback is addressed appropriately.
Coordination of Planned Works	– Develop and maintain effective relationships with clients, partners, stakeholders and internal business units. – Attend meetings and represent City Building in a professional manner. – Facilitate effective communication between all parties involved in the delivery of works. – Support collaborative working to achieve service and performance objectives.
Resource and Performance Management	– Manage resources associated with business activities effectively and efficiently. – Monitor progress against agreed targets, deadlines and service standards.

	– Maintain accurate records and systems relating to customer interactions and programme delivery. – Produce management information and reports to support operational and business requirements. – Contribute to continuous improvement initiatives and service development.
Customer Issue Resolution	– Investigate and respond to customer complaints, concerns and service issues. – Work with colleagues and stakeholders to identify solutions and achieve positive outcomes. – Ensure customer issues are resolved in a timely and professional manner. – Monitor recurring issues and provide feedback to support service improvements.
Team and Organisational Support	– Work closely with colleagues across business units to deliver an exemplar customer service experience. – Contribute positively to team objectives and organisational priorities. – Champion City Building's values and commitment to excellent customer service.
Key Behaviours and Competencies	
Our Customer Resident Liaison Officer will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	**Includes the Requirement to:**
Customer Focus	– Deliver an excellent customer experience through professional, courteous and responsive communication. – Build positive relationships with residents, customers and stakeholders. – Demonstrate empathy and understanding when dealing with customer concerns or complaints. – Take ownership of customer issues and ensure they are resolved effectively and promptly.
Communication	– Communicate clearly and confidently with a wide range of audiences, both verbally and in writing. – Present information in a manner that is easily understood by customers and stakeholders. – Listen actively and respond appropriately to feedback, concerns and enquiries. – Maintain regular and effective communication with residents throughout programmes of work.
Organisational	– Effectively manage competing priorities and workloads. – Coordinate activities to ensure works programmes are delivered efficiently and on schedule. – Maintain accurate records and information systems. – Monitor progress and identify actions required to address potential issues or delays.
Problem Solving and Decision Making	– Identify issues, assess options and implement practical solutions. – Take a proactive approach to resolving customer concerns and operational challenges. – Escalate matters appropriately where necessary.

Trust and Confidentiality	– You must ensure that any sensitive information is handled confidentially and responsibly. – Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect.
Ethical and Professional Integrity	– Able to demonstrate honesty and transparency in all professional dealings. – Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.

Person Specification

The successful candidate will possess excellent interpersonal and communication skills, with the ability to build effective relationships and represent the interests of the business professionally at all times.

You will have proven ability to deliver high-quality customer service, supported by strong administrative skills. You will demonstrate a sound understanding of business objectives and operational processes, with the ability to identify opportunities for service improvement and contribute positively to change initiatives.

You will be confident engaging with a wide range of internal and external stakeholders, building effective working relationships and providing professional advice and support when required.

You will be committed to ongoing learning and development, taking responsibility for enhancing your own knowledge and skills while contributing to a culture of continuous improvement and shared learning across the wider team.

You will be adaptable, proactive and be flexible in your approach, contributing positively to team objectives and the overall success of the business.

Requirements

Qualifications/Licence/Certification/Experience level…

- Full UK Driving Licence is essential.
- Demonstrable customer service experience, with strong interpersonal and communication skills.
- Experience of carrying out a range of administrative duties, including maintaining accurate records, managing correspondence, and updating electronic systems.

Interdependencies

- Management
- City Building Trades
- Support Service Areas
- Customers/Tenants
- All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.