

## Resident Liaison Officer - Glasgow

Job Title: Resident Liaison Officer  
Contract Type: Permanent  
Salary: Negotiable based on experience  
Working Hours: Full Time  
Working Pattern: Monday to Friday  
Location: Glasgow. Site Based  
Start Date: 1<sup>st</sup> September 2025

### About the Role

Starfish 9 Ltd is seeking a dedicated and proactive Resident Liaison Officer to join our team in Glasgow. In this key role, you will act as the main point of contact between residents and the project team, ensuring clear communication, minimising disruption, and maintaining positive relationships throughout the duration of works.

### Key Responsibilities

- **Resident & Client Liaison:** Act as the primary link between tenants, residents, clients, and Starfish Construction staff to ensure a first-class service.
- **Customer Support:** Provide tailored support to residents, especially vulnerable individuals, ensuring their concerns are addressed promptly and effectively.
- **Client Relationship Management:** Coordinate with clients on access procedures, installation schedules, and community engagement.
- **Team Collaboration:** Work closely with internal teams to enhance customer experience and support project delivery.
- **Operational Coordination:** Liaise with field and planning teams to meet contractual obligations and ensure smooth operations.
- **Meeting Participation:** Attend site and client meetings to represent resident interests and provide updates.
- **System Management:** Maintain accurate records by updating systems with visit logs, communications, and project updates.
- **Customer-Centric Approach:** Demonstrate empathy and understanding of diverse customer needs, promoting a customer-first culture.
- **Health & Safety:** Promote and support safety leadership across all activities.
- **Confidentiality:** Handle sensitive information in line with the Data Protection Act and company policies.

## Qualifications & Experience

### Essential:

- Previous experience as a Tenant Liaison Officer (TLO) or Resident Liaison Officer (RLO)
- Proven track record in delivering exceptional customer service

### Education:

- NVQ Level 2 or above in a customer care-related discipline

### Skills:

- Strong written and verbal communication skills
- Proficient in Microsoft Office, particularly Outlook, Word, Excel and PowerPoint.
- Ability to work empathetically with a diverse range of customers
- Strong organisational and interpersonal skills

## About You

We're looking for someone who:

- Has experience in a resident liaison, customer service, or community engagement - ideally within a construction environment.
- Possesses excellent interpersonal and communication skills, both written and verbal.
- Demonstrates a compassionate and understanding approach to resident needs.
- Is proactive with strong problem-solving abilities.
- Has a strong proactive attitude.
- Excellent organisational skills and the ability to manage multiple priorities.
- A full UK driving license (desirable).

## Why Join Us?

- Be part of a respected and growing company with a strong safety culture.
- Competitive salary and benefits package.
- Opportunities for training, development, and career progression.
- A supportive and collaborative working environment.

## Equality & Inclusion

Starfish 9 Ltd values diversity and promotes equality. We welcome applications from all sections of society and are happy to discuss reasonable adjustments or additional arrangements to support your application.

**Please note:** Candidates must be eligible to live and work in the UK.

Starfish 9 Limited, 10 Jerviston Street, New Stevenston, Motherwell, ML1 4LY

Tel: 01698 833556 Fax: 01698 833558 Email: [careers@starfishconstruction.com](mailto:careers@starfishconstruction.com)