

Job Description

Job title:	Customer Access Liaison Officer
Reports to:	Asset Data Manager
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers, creating communities where people feel safe, secure and empowered.

As a Customer Access Liaison Officer, you will play a critical role in helping Accent meet its safety and compliance obligations by securing access to customers' homes for legally required inspections and works (including gas, electrical, fire, stock condition surveys & damp and mould).

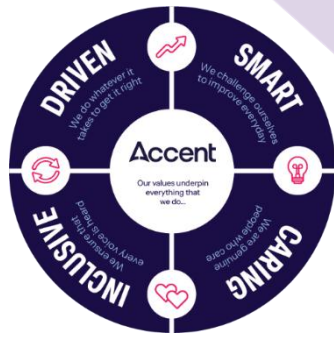
You will take a proactive, persistent and customer-focused approach, using a wide range of communication channels and engagement techniques, to gain access where it has not been possible through standard methods. This includes supporting vulnerable or hard-to-reach customers, addressing barriers, and ensuring safety checks are completed to keep customers and communities safe.

In this role, you will demonstrate these values by adopting a proactive and results-driven approach to achieving access compliance targets, taking ownership and acting swiftly to resolve challenges. You will show care, empathy, and patience when working with customers, particularly those who may be vulnerable or anxious, ensuring they feel supported and understood. You will use innovative and effective communication methods to engage customers, tailoring your approach to improve understanding and encourage positive outcomes. Additionally, you will embed an inclusive approach in all interactions by adapting your communication style to meet diverse needs and ensure accessibility for all customers.

Your work will directly contribute to keeping customers safe in their homes and ensuring Accent meets its statutory and moral responsibilities around customer and building safety.

Core Values Alignment

We live and breathe our values. We are **Smart, Driven, Caring and Inclusive**.



Key Responsibilities and Duties

- Act as the dedicated point of contact for customers where access has not been gained for safety inspections or works
- Proactively contact customers using multiple communication methods, including phone, SMS, email, letters, and partnership working with internal teams or external agencies
- Develop tailored approaches to gain access, particularly for hard-to-reach, vulnerable or resistant customers
- Work closely with our Customer safety, Repairs, Fire Safety, Housing and contractor teams to coordinate appointments and resolve access issues quickly
- Maintain accurate, up-to-date records of all contact attempts, outcomes and agreed actions
- Identify and remove barriers to access, including addressing customer concerns, misconceptions or practical challenges
- Support safeguarding and wellbeing by recognising when customers may need additional support and escalating appropriately
- Escalate persistent no-access cases in line with policy, including legal routes where required
- Monitor and report on access performance, highlighting risks to compliance and recommending solutions
- Attend case reviews and contribute to continuous improvement in access processes and customer engagement strategies
- Promote awareness of the importance of safety checks and compliance requirements to customers
- Work collaboratively across teams to ensure a consistent, customer-focused approach to access
- Maintain accurate, detailed and auditable records of all customer contact attempts and outcomes, ensuring documentation is suitable to support potential legal escalation where access cannot be obtained

The must haves:

- Experience in a customer-facing role, ideally within housing, compliance, or a related environment
- Strong communication and influencing skills, with the ability to engage and build trust with a wide range of customers
- Resilience and persistence, with a proactive approach to problem-solving
- Ability to manage a varied workload and prioritise effectively
- Experience of handling challenging conversations and resolving conflict professionally
- Good organisational skills with attention to detail and accurate record keeping

- Ability to work collaboratively with internal teams and external partners

The added extras:

- Knowledge of housing compliance requirements (e.g. gas safety, electrical testing, fire safety)
- Experience working with vulnerable customers or in safeguarding environments
- Understanding of legal processes relating to access (e.g. warrants/injunctions)
- Experience using housing or CRM systems

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.

