



# Tenant Liaison Officer

---

**Location:** Stoke-on-Trent

## Company Background

Solarplicity are a leading provider of renewable solar PV technologies, helping homeowners as well as businesses throughout the United Kingdom to discover the benefits of cleaner, greener energy.

Solarplicity are currently looking to expand our Tenant Liaison Officers support team for our nationwide social housing Solar PV installation projects.

The role of Tenant Liaison Officer provides a crucial link between the tenants, the clients and the operations department. Effective communication remains the heart of success.

As a Tenant Liaison Officer (TLO) you will act as the vital link between Solarplicity and the tenants whose homes are being installed upon. The aim of this role is to provide information and support to tenants during the works programme. You must be on hand to give them advice and assistance, as well as liaise with Solarplicity site management and operatives and the clients, helping to keep any disruption of the tenant's normal lives to a minimum. As a growing company on the rise it is vital the candidate has the desire to grow and develop the role itself, but also as an individual within the business. The projects themselves will be based nationwide so travel and overnight stays may be a part of the role.

## Key Responsibilities

- You will work with the site management to understand the programme of works and when work will be carried out on each home.
- You will arrange access to properties with difficult to contact tenants and monitor appointments.
- You will liaise with each tenant to explain the work that will be carried out in their homes.
- Where tenants are identified as having special needs, you must work with the site teams to ensure these are met.
- Produce regular updates such as newsletters that will keep the tenants up to date with the progress of the works.

Unit 8 Peerglow Centre  
Marsh Lane, Ware  
Hertfordshire  
SG12 9QL

+44(0)1992 800666

info@solarplicity.com

[www.solarplicity.com](http://www.solarplicity.com)

## Tenant Liaison Officer

---

- Liaise and work with each Client's tenant representative, such as the housing authorities representative, and any tenant organisation's representative.
- Conduct a Tenant Satisfaction Survey after the works are complete to see how Solarplicity performed.
- Identify and implement any tenant participation opportunities that arise.
- Participate in Project Management team meetings when requested.
- It is important that as TLO you also understand and follow the site safety plans, as well as helping the tenants to stay safe.

### Requirements

- CRB/DBS approved.
- The ability to communicate on many levels.
- Clean UK Drivers licence.
- Excellent customer service and interpersonal skills, with the proven ability to deliver a high level of customer service.
- Excellent planning, organisation, and self-management skills.
- IT literate.

### Additional

- Knowledge of Solar PV systems would be beneficial but not essential.
- Experience within a prior TLO role, although not a requirement.
- Previous experience working in a social housing environment would be an asset.

Please only apply if you have the right to live and work in the UK.

If you are interested in the role please send your CV to [\*\*helen.remlence@solarplicity.com\*\*](mailto:helen.remlence@solarplicity.com)