



HILLINGDON

LONDON

Job Profile

June 2026

JOB TITLE:	Programme Consultation Officer
GRADE:	SO2
POST NO:	30985
JOB TIER:	5
DBS CHECK:	none
GROUP:	Residents Services
SERVICE:	Operational Assets and Property Services

REPORTING STRUCTURE

Reports to:	Works insight and Programmes Manager
Direct Reports:	nil
Indirect Reports:	nil

Note: This JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergencies and priority situations, will form part of this role.

ROLE PURPOSE:

This post is required to undertake resident consultation on a range of specified work projects.

Responsible for working with colleagues to agree Consultation Plans for individual projects and then to implement these Plans for specific projects, or to work jointly with Resident Liaison staff appointed by contractors on implementing the Plans. The

content of the Resident Consultation Plan will vary according to the type of work to be carried out.

A. Job Description

1. Resident & Community Contribution

Maximise resident satisfaction with improvement, refurbishment, maintenance and major works, by implementing and co-ordinating tenant liaison on housing stock.

- Meet residents as a group or on an individual basis and explain the works to be undertaken and how their homes will be affected.
- Prepare written communications including letters to individual residents, articles for newsletters, press releases etc.
- Organise and attend 'meet the contractor' open evenings.
- Hold walk-in 'surgeries' on site to enable residents to raise any problems or queries.
- Attend Area Tenant Board, Tenants and Residents Association and other public meetings to answer questions that tenants and leaseholders raise about works.
- Discuss and where possible agree with residents mutually acceptable arrangements for access to their homes.
- Arrange temporary or permanent moves for residents, including liaising with removal contractors, utility supply companies etc.
- Keep residents' informed of any changes or delays to the work.
- Maintain a complaints or query log and assist in the resolutions of queries raised by residents once works have been completed.
- Record all site activity which affects residents' property.
- Attend handover meetings as required.
- Organise show homes, exhibitions etc to demonstrate to residents the impact of the proposed work and enable them to exercise choice of fittings, finishes.
- Contribute to the design and organisation of the distribution of resident feedback questionnaires on the work carried out; analysing feedback received and ensuring that feedback is acted upon.
- Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- Collate programme and project information, including performance indicators, reporting to tenant groups and disseminating to residents generally.
- Contribute to the development of the project brief for individual works projects.
- Agree Consultation Plans for individual works projects.

- Assist with all consultation (including statutory consultation) with leaseholders including liaison with all relevant colleagues including:
 - Surveyors on the estimated costs of planned projects, procurement of the works etc.
 - Sales team on Right to Buy applications etc.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Maintain and develop effective working relationships with stakeholders, service users, carers and interested parties, ensuring that the council's interests are protected.
- Take primary responsibility for all consultation (including statutory consultation) with leaseholders including liaison with all relevant colleagues:
- Organise and supervise the work as necessary of others in leasehold consultation.
- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- Demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- Assist with the organisation and coordination of programmes of inspection critical to the Group's performance rating, e.g service inspections, re-inspections, and assessments.
- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

Internal - Staff in other Council departments, Board Members and Councillors

External - Tenants, leaseholders, representatives of tenant and leaseholder groups, members of the public, public utilities and consultants and contractors.

8. Additional Responsibilities

- Use management information systems, including information and computer technology and be willing to undertake appropriate training.
- Undertake all necessary training and development activities as required.
- Demonstrate a flexible approach in the delivery of work within the section.
- Complete other reasonable tasks in order to fulfil role purpose or as required by management.
- Undertake the responsibilities of the post having due regard to the Council's statutory responsibilities, values, objectives, targets and policies.

B. Person Specification

Programme Consultation Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to A level or equivalent and/or holder of a relevant qualification	✓	
Evidence of continued professional development.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge of statutory responsibilities of Local Authorities, specifically the Section 20 Leasehold Consultation legislation	✓	
Ability to work flexibly to meet the needs of the service including some evening and weekend working	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Previous experience of working on Section 20 Leasehold Consultation for works on housing stock	✓	
Experience of dealing with resident's on the phone, face to face as well as presenting at community events/meetings	✓	
Experience of using a variety of Asset Data Management systems such as keystone.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Have an understanding of the maintenance/works that are carried out to housing stock that would be subject leasehold consultation		
Have excellent IT skills including ability to use service specific software	✓	
Highly organised, able to plan own work and maintain detailed records.	✓	
Able to solve problems in partnership with colleagues and customers.	✓	
Able to communicate clearly and effectively in writing, on the telephone and face-to-face, with a variety of audiences.	✓	
Able to build a rapport with residents and respond tactfully and effectively to any situation.	✓	
Understanding and commitment to high standards of customer care and equalities.	✓	
Able to build good working relationships with colleagues within Council and with building contractors.	✓	
Confidence to represent the Council in discussions/negotiations with external organisations and agencies.	✓	
Numerate and literate.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results		

Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	