Marion Manvell

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D.O.B: 14th July 1969. Marital Status: Partner/engaged

Full: - UK Driving Licence

**Allied Roofing & Construction Ltd**

January 2017 to present

Resident Liaison Officer

Working in partnership with Peaks & Planes, Liverpool Housing Trust, High Peaks and Trafford Housing Trust.

Duties – assisting the set up of new sites, developing effective working relationships with the client and representatives.

Liaising with the managers and site staff to ensure the smooth running of the roofing scheme ensuring site staff are complying to health and safety on site for their safety and the safety of the residents

Ordering materials and dealing with delivery of goods.

Sending letters out to the residents and making sure on pre entry survey the residents are fully aware of what’s going to take place.

Making sure the subcontractors have been informed of all running orders and programs are clear for them to follow.

* Write, print out and send letter using mail merge
* Gather information and transfer it onto spread sheet to management
* Put programs of works together for management
* Place orders for materials using the different trade forms required for different orders placed.
* Issue order numbers and keep records of extra materials purchase and keep records of which jobs they are for
* Email clients and subcontractors updates on contracts and works issues to which subcontractor
* Keep records of compliments and complaints and there out come
* Keep records of labor which subcontractors working which scheme all on spread sheets
* Update on line calendars with work schedule
* Print off relevant form for different jobs and allocate them to the correct person
* Fill in staff induction forms and make sure registers are up to date
* Take minutes
* Keep files online and paper in order

**Keepmoat PLC – August 2013 – December 2016**

Senior Resident Liaison Officer

Working in partnership with Wrexham County Council,

Duties – to assist with site set up, develop effective working relationships with client representatives to reduce duplication and ensure consistency of information and approach.

Visit each resident prior to work commencing to introduce Keepmoat and communicate the scope of works. Give residents contact numbers and pack detailing the full RLO process

Establish resident’s individual requirements by carrying out an initial resident profile, documenting any points discussed and tailoring individual communication plans accordingly. Work with site staff to implement effective practices.

Carry out a property condition survey and appliance survey with photographs where necessary with the tenant before works start in the property.

Create and maintain plot files

Liaise with site management staff to enable the flow of information between all parties

Initiate ID systems on site for all operatives and staff

Where appropriate, consult with resident representative and groups, arrange meeting to communicate the programme, get feedback and discuss any other locally significant issues

Arrange appointments for surveys and works

Ensure all RLO procedures and paperwork is administered in line with Keepmoat policies and procedures

Manage complaints in line with our complaint procedure

Participate in project Management meeting as required

Work with the Community Investment Officer to deliver initiative to the resident

Observe Health and Safety rules and ensure any risk are reported immediately to the site manager

Along with SHE advisors, community investment Officers, conduct presentations in local schools and youth projects

Ensure the ‘Key Safe’ procedure is adhered to in line with company policy

Arrange satisfaction surveys for all residents, collating responses and work with project staff to use feedback to improve our service

Seek continuous improvement in resident liaison procedures,

Excellent organisation skills and communication skills

Ability to work to tight deadlines

Ability to work remotely as well as part of a team

Professional attitude and approach to work

Ability to competently operate MS office (word & Excel)

**Salix Homes – Customer Service Manager**

March 2013 – August 2013 Temp position

Working on the decent homes programme, working alongside the project officers and Project Managers, I am responsible for keeping all the records and information collated by the surveyors and in putting them onto the mainsystem (Keystone ), also updating costing of work spread sheets and assisting all the project offices in there day to day running of each scheme, by typing up letters to be sent out to the customer with relevant information regarding theworks being carried out in there area's and how they can get involved in making there area a better place to live and bring up their families. Keeping all our web pages up to date with the works which are taking place and all up andcoming works too. Updating the web sites and newsletters with good new stories were the community have cometogether on schemes.Attending open day, taking to customer and answering any questions they have regarding the works being carried out explaining each element of works and how to prepare their homes for the works, see if they need any help getting ready or any special needs they may have, if respite is required on a day to day basis or if the customer needs moving out of their homes all together while works are being carried out. Making sure that the customer’s needs are met in each andevery way.

Chairing PPMG meeting going through working in progress, hand overs, any site issues ect, with the contractors andboard members within Salix homes,

Collating all the KPI's which come into the office. Scanning them onto our IT system and sending a copy to therelevant contractor. All comments passed to the project officer so we can monitor all the progression of works to see ifany irregularities are found. Making sure programs are running on schedule and keeping with in the budgets.

Carrying out Survey’s along site the surveyor’s when required.

Also dealing with any customer queries that come into the office via email or telephone. Taking ownership of thequeries and dealing with them from start to finish making sure the customer is satisfied with any outcome.

**TBR – Customer Service (weekends only)**

September 2012 – 2014

This is a call centre environment working shifts over the weekend, talking calls from Sainsbury’s,

Matalan, B&Q and many other retailers that have our maintenance cover, the calls can be for a leaking toilet to a AC unit not working correctly, we will allocate the engineer and assign him to the job, loggingthe call in various in house and Customer systems so they can monitor the works and jobs being carriedout. We also support social housing groups from all over the country again talking calls from the housing and logging them into various systems so they can be monitored by ourselves and the clientand logging them onto another system so the engineers can pick up all the details, logging extra detailsif required, we cover high security site such as RAF basis making sure all works are carried out by theallocated engineers to each site. We use several different in house systems such as Verisae, Ostara,Vixen, and many more. We also log all works carried out on Excel

**Liverpool Mutual Homes - Tenant Liaison Officer**

January 2013 - March 2013 3 month contract

working on the external envelope program which was made up of roofing works, Soffits, gutters, fascia, windows and doors, also external wraps on the pre fab houses, on some properties the external or internal wall would need a rebuild we would talk the customer through what the works entail, and were the property that is owned by the trust is next doorto a property that is privately owned they will require a party wall letter signing to protect both parties,once all information is gathered this is stored on a spread sheet.

**FTFinleys – Senior Tenant Liaison Officer**

July 2012 - December 2012 temp work

Working in partnership with Contour Homes on refurbishment of social housing. As a Customer

Liaison Officer I worked to a program of works, set out by the Projects Manager, offering the tenant

colour choices and carrying out a detailed survey on the properties.Developed various promotional materials information packs, letters, ensuring that all minoritygroups have translation services available. Promoting the involvement opportunities available tocustomers.

Carrying out customer consultations to advice on bathroom and kitchen fittings.

Visit resident daily in their home

Organised open days and customer forum.

Dealt with complaints from tenants and resolved all issues

**Mitie Property Services – Tenant Liaison Officer**

March 2011 – July 2012 temp work

Working in partnership with the Liverpool Mutual Homes on refurbishment of social housing. As a

Customer Liaison Officer I worked to a program of works, set out by the Projects Manager, offering thetenant colour choices and carrying out a detailed survey on the properties.

. Developed various promotional materials information packs, letters, ensuring that all minority

Groups have translation services available. Promoting the involvement opportunities available to

customers.

. Carried out customer consultations to advice on bathroom and kitchen fittings.

. Visit resident daily in their home

. Organised open days and customer forums.

. Dealt with complaints from tenants and resolved all issues

**Plus Dane - Tenant Liaison Officer**

October 2010 – March 2011 temp work

To work on behalf of the Client Liverpool Mutual Home on the refurbishment Schemes for the kitchen

and bathroom representing Liverpool

mutual home as a Customer Liaison Officer but working through

Plus Dane. Checking on all Contractors that they we’re following all safety on site regulations from

health and safety of the resident in the property while the works are done to making sure they we’re

using the correct PPE.

. Carried out customer consultations to advice on bathroom and kitchen fittings

**Halton Housing Trust – Customer Involvement Officer**

September 2008 – September 2010 2 year fix term

. Responsible for the Customer Involvement Officer duties on various types of Housing Improvement

Projects, where a high priority was placed on developing and fostering good relations with

Customers. To visit the customer on an annual tenancy visit, assisting/supporting customer with

specific needs to complete questionnaires. Ensuring customers get all their entitlements within the

schemes being carried out such as decorating allowances. Arranging the temporary re-housing

(respite) of customers whose homes were affected by housing improvement scheme. Putting

customers first and delivering a consistently high quality service to a diverse arrange of people.

Working pro-actively with Carried out Assessment of home improvements to customer satisfaction.

Colleagues, internal and external partners.

. Liaised with Technical Staff to review progress and resolve problems.

. Developed various promotional materials information packs, letters, ensuring that all minority

groups have translation services available. Promoting the involvement opportunities available to

customers.

. Collated information to be used by Project Managers and Operation Managers to show that the

project had met its targets and within budget

. Maintained records relating to financial aspects such as voucher payment and respite costs.

. Organised open days and customer forums.

**Connaught PLC – customer service manager**

Liverpool

October 2006 – September 2008 redundancy

Worked in partnership with the Wirral Partnership Homes / Halton Housing trust / Flint council on refurbishment of

Social housing. As a

Customer Liaison Officer I worked to a program of works, set out by the Projects Manager, offering the tenant colour choices and carrying out a detailed survey on the properties.

Then proving myself to the company as being totally customer focused, motivated and hardworking I was promoted to Customer service Manager. As A Customer Liaison Officer

. Ensured customers were involved, consulted and informed in every aspect of the project.

. Dealt with complaints from tenants and resolved all issues

. Carried out customer consultations to advice on bathroom and kitchen choices

. Collated information from the customer’s requirements to order materials and schedule building

works.

. Acted as Deputy Manager in the absence of the Customer Service Manager.

As A customer Service Manager

. Managing a team of customer liaison officer making sure an excellent customer service is delivered

. To provide help and advice to staff and customers

. Communicating courteously with customer by telephone or face to face

. Investigating and solving customer issues which may be complex or long standing problems which have been passed on by our TLO's

. Keeping accurate records of discussions or correspondence with customer

. Producing written information for customer

. Meeting with other managers to discuss possible improvements to customer service

. Being involved with staff recruitment and appraisals

. Training staff to deliver a high standard of customer service

. Writing reports analysing the customer service KPI's

. Keeping ahead of developments in customer services by reading relevant journals, going to meetings and attending course

**DLP Northern Ltd – Senior Tenant Liaison Officer**

Salford

March 2006 – October 2006

This was a newly created post for a new housing improvement project. To work alongside Housing

Trusts such as Guinness Trust, Trafford Housing Trust, and many other Councils.

. Liaised with Customers and resolved issues with the improvement works being carried out.

. Communicated with other departments to ensure all building works are carried out to a high

quality..

**The Yard Glass Pub Company – Pub Manager**

Oldham

October 2004 – March 2006

Managed a large public house with restaurant. In the kitchen we had to ensure they were up to speed

in kitchen hygiene. In the office I was responsible for cashing up and banking the money, filling in

weekly reports and sending them of to head office along with any invoices that had to be paid and alsothe staff, coming up with ideas to get customers in the pub.

. Carried out job interviews to employ staff.

. Organised work rota’s for 7 staff.

. Managed stock taking and budget planning.

**Fujitsu Services – Service Account Manager**

Warrington

November 2003 – October 2004

Handled various accounts in the retail sector for installations of computer servers, tills and other

upgrades for Tesco, Boots, Waitrose, and many more blue chip companies. Handling up to 30

accounts at any one time to ensure customer satisfaction.

. Liaised with customers and suppliers to arrange pricing and delivery times.

. Monitored stock levels and ensuring hardware was available when required.

**Kirkfield Hotel – Trainee Manager/Manager**

Newton-le-willows

1998 – 2003

Started off as a weekend waitress at this small family run hotel, then staying on to help with the kitchen orders, working the Bar and helping out in the office with bookings for weddings ect, gradually learning the running of hotel business, from making all order’s from the brewery and from the food supplier, sending out letters to companies confirming bookings for rooms/conference/weddings and funerals, meeting customers on arrival, making sure of attention to detail especially when people where depending on you on their wedding day, making sure their main meal goes smoothly, the foods 100% in presentation and taste.

* Taking bookings
* Sending out leaflets promoting our hotel to companies
* Banking
* Sending out conformation letter
* Food orders/brewery orders
* Interviewing /employing / dismissing staff
* Wages

**Volex Wiring systems – Assembly operator**

Butts Mill, Leigh,

1986 -1998

Working on the ford line assembly operator, building wiring systems for cars and trucks, this entailed you having a work board about 20ft long and behind you’d have all the wire required or the wiring system, taking each wire and putting t them on the board to the design, once all wire on the board the fitting the relevant plug for the ends most wiring harness for the trucks would have about 30 plugs and a fuse board too, making sure all fuses where in the correct slot in the fuse box, once this is don’t to wrap the harness in tape, each harness taking about 3 hours to build, then going to quality control each harness was required to pass first time, on over time I would go on the amp machine, each bunch of wires are bungled in 50 wire per bungle depending on the wire thickness and colour they would be labeled up to inform you which amp was for those wires and each amp being different for individual plugs, also building fuse boxes, working my way up to quality control officer and floor supervisor

**Further Education**

C.P.L. Training Course, Lancashire.

March 2004

. Licensing Law Distinction

. Other Legal & Social Responsibilities Distinction

. Drugs Awareness Credit

**Secondary Education**

St Aelreds High School, Merseyside.

September 1980 – June 1985

G.C.S.E. O Levels

. English O’Level B

. Maths O’Level A-

. Biology GCE B

. Art, O’Level B

. History GSE B-

. RSA Typing Pass

Halton housing in house courses

Equality and Diversity

Customer Service

Keepmoat

Asbestos awareness

1st Aid course – 2016

Referees

Perry Walker – Site Manager – [Perry.Walker@Keepmoat.com](mailto:Perry.Walker@Keepmoat.com) 07792538832

Norman Graham – Clerk Of Works – [Norman.Graham10@NTLworld.com](mailto:Norman.Graham10@NTLworld.com) 07800999022

More referees available on request