

candidate pack

# Energy Efficiency Engagement Officer





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# role summary

**A one-of-a-kind opportunity to shape the customer experience in energy efficiency delivery**

The role holder will play a key part in delivering an unforgettable customer experience while supporting customers through energy efficiency programmes. They will build positive relationships with customers, ensuring they are fully informed, constantly consulted, and always listened to, from the introduction of works through to completion. The role holder will provide clear communication, support, and guidance to customers throughout the energy efficiency journey, from pre-construction to post-installation. The postholder will act as a trusted point of contact, ensuring customers understand the benefits of the work, feel supported at every stage, and are satisfied with the outcomes of the energy efficiency improvements.

This role also supports the wider sustainability agenda by working with internal and external stakeholders and helping to deliver government-funded retrofit schemes that improve the energy efficiency of homes and reduce carbon emissions.

reporting to: **RE:GEN**  
GROUP



# main responsibilities and duties

- **Act as the specialist customer contact for energy efficiency projects**, providing clear, timely, and empathetic communication before, during, and after works relating to any funded and non-funded measures.
- **Maximise access to homes during a scheme's retrofit assessment stage**, ensure that refusals and no accesses are documented and logged consistently and in detail.
- **Carry out post-works check-ins with customers** to ensure they are satisfied with the completed work and confident in using new technologies, with particular attention during the winter months.
- **Act as specialist support for the scheme Customer Experience Coordinator**, providing expert advice to support uptake and understanding of energy efficiency measures during delivery.
- **Assist access issues**, providing support through visits to help customers understand the benefits of energy efficiency measures. Working with Karbon and Gentoo's housing teams to address concerns and tailor advice to meet household needs.
- **Investigate and resolve customer complaints on energy efficiency technologies** and experience of the home following energy efficiency works within agreed timescales – an expert layer of support.
- **Support the Customer Experience Coordinator with customer engagement activities** relating to energy efficiency, including home visits, consultation events and community sessions.
- **Represent the organisation at meetings**, project reviews, and community events, acting as an ambassador for sustainability and retrofit.
- **Work closely with Community Champions.**
- **Keep up to date with sustainability and energy efficiency best practice**, ensuring continuous professional development.
- **Success in this role will be measured** by customer satisfaction levels, increased access rates during retrofit assessments, timely resolution of complaints, and positive uptake of retrofit measures across targeted communities.

# person specification

## essential

- Knowledge of sustainability, energy efficiency, or housing refurbishment projects.
- Experience in a customer-facing role with strong communication and relationship-building skills.
- Proven ability to support and reassure customers during change or disruption.
- Strong organisational and time management skills, able to handle multiple projects.
- Ability to present technical information in a clear, accessible way to non-technical audiences.
- Good initiative and logical thinking skills.
- Strong problem-solving and negotiating skills.
- IT literacy, including use of Microsoft Office (Excel, Word, PowerPoint) and databases.
- Full UK Driving Licence and access to a vehicle.
- Commitment to sustainability and improving the energy efficiency of homes.

## desirable

- Experience of working with grant-funded programmes or government initiatives.
- Qualification or training in sustainability, energy-efficiency, or housing.
- Awareness of relevant sustainability policies, energy performance standards (RdSAP/SAP), or smart home technologies.

## attributes and behaviours

- Passionate about sustainability and making a positive difference to communities.
- Empathetic and customer-focused, with excellent listening and problem-solving skills.
- Flexible, proactive, and able to work independently as well as part of a team.
- Confident communicator, able to engage with customers, colleagues, and stakeholders at all levels.

# where you fit



**collaborative  
innovators**

**PROSPER** **believe** **gentoo** **karbon** **RE:GEN**  
Your Procurement Experts housing homes GROUP

The role sits within the **Wave 3 Collaborative Innovators partnership** - a unique collaboration between three leading North East housing providers, contractor RE:GEN Group, and procurement body PROSPER. The partnership was established to deliver the Warm Homes Social Housing Fund (Wave 3) collaboratively, bringing together expertise from housing, delivery, and procurement to improve energy efficiency across social housing. By working together, the group tackles shared challenges, ensures customers are at the centre of every decision, and drives the consistent implementation of best practice and innovative solutions.

As part of this innovative group, the postholder will work across multiple organisations, gaining insight into different operational approaches while contributing to shared goals. They will have unique exposure to diverse ways of working, decision-making processes, and operational strategies across housing, procurement, and delivery. This is a **bespoke, cross-organisational role** that allows the postholder to influence practice, embed innovation in customer engagement, and support the successful delivery of energy efficiency initiatives at scale.

This is a **rare opportunity** to influence how energy efficiency programmes are delivered across the region - putting customers at the heart of all decisions while helping homes become warmer, more sustainable, and more energy-efficient.

**This is a truly distinctive position within a pioneering partnership.**

# contact us to apply

Email your CV to [recruitment@regen-group.co.uk](mailto:recruitment@regen-group.co.uk)



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innovators

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