

# Job Description

<b>Job title:</b>	Customer Liaison Officer (Retrofit)
<b>Reports to:</b>	Sustainability Manager
<b>Responsible for:</b>	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.

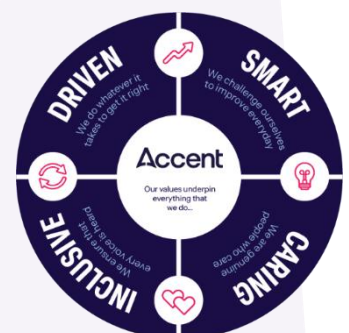
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As the Customer Liaison Officer (Retrofit), you will be the first point of contact for customers participating in retrofit and decarbonisation programmes. You will ensure that customers understand the energy efficiency measures being installed in their homes, addressing any concerns before, during, and after the installation process. This role involves managing customer expectations and handling potential disruptions empathetically, while ensuring excellent communication between contractors and customers. You will also be responsible for gathering customer feedback and supporting vulnerable residents, ensuring a positive experience throughout the project.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate Accent's values by supporting customers through a potentially disruptive process with empathy and professionalism. Your focus on clear, proactive communication will ensure customers feel supported and heard. You will play a key role in improving the quality of life for customers by helping them understand the benefits of energy efficiency measures. Your work will help reduce fuel poverty, improve living conditions, and reduce the impact our homes have on the environment, contributing to Accent's goal of fostering safe and sustainable communities.



## Key Responsibilities and Duties

- Act as the first point of contact for all customers involved in Retrofit and decarbonisation programmes , providing clear and consistent communication throughout the project.
- Attend pre-start meetings to understand the project requirements and ensure all customer concerns are addressed before the commencement of works.
- Support the Project Manager (Retrofit) and coordinate with contractors to ensure the smooth execution of energy efficiency installations, resolving any customer issues in a timely manner.
- Collect customer feedback through surveys and questionnaires, providing monthly reports on customer satisfaction and project progress to the Sustainability Manager.
- Support vulnerable or challenging customers, ensuring their needs are met and that they have a positive experience during the project.
- Monitor and escalate complaints to ensure they are dealt with professionally and efficiently.
- Ensure that customers are informed of any potential disruptions during the installation process and that any concerns related to wellbeing or safety are handled empathetically.
- Assist in promoting the environmental and financial benefits of the energy efficiency measures to customers.
- Maintain accurate records of all customer interactions, complaints, and feedback to ensure continuous improvement in service delivery.
- Work with internal teams to identify and implement improvements to the customer engagement process throughout the project.
- Undertake energy monitoring to evidence the impacts of the retrofit works and identify real-time savings from the projects.
- Provide Customer Liaison support to other Asset Investment workstreams where required.

## The must haves:

- Proven experience in customer engagement, particularly in a housing or sustainability-related environment.
- Strong communication skills with the ability to empathise with customers and resolve issues effectively.
- Ability to manage a varied workload and prioritise tasks in a fast-paced environment.
- Experience in working collaboratively with contractors and internal teams to ensure customer satisfaction.
- This role requires extensive traveling across our Accent sites and estates and so a full UK driving license and access to a vehicle is required

## The added extras:

- Knowledge of energy efficiency measures and sustainability practices.
- Knowledge of construction and maintenance practices, ideal within residential maintenance and refurbishment

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.