Homes in Somerset

Phone: 0800 585 360
Email: jobs@homesinsomerset.org



Retrofit Officer
Recruitment Pack


















WESTOVER GREEN

Welcome to Homes in Somerset

Dear Applicant,

Thank you for your interest in working with us at Homes in Somerset. This is a great opportunity for an outstanding professional to join us at an exciting time.

Homes in Somerset is seeking a dedicated and customer-focused Retrofit Officer to play a key role in delivering our retrofit and energy efficiency programmes. Acting as the main point of contact for residents throughout the retrofit journey, you will provide clear communication, practical support and reassurance before, during and after improvement works. Working closely with residents, contractors and technical specialists, you will help ensure projects are delivered successfully while keeping customers at the heart of the process. This is an excellent opportunity for someone with strong communication and relationship-building skills who is passionate about improving homes, supporting communities and helping residents benefit from warmer, more energy-efficient homes.

The successful candidate will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role, please contact us by emailing Jobs@homesinsomerset.org.

We look forward to receiving your application.
With best wishes,

Julia Paling

Head of People and Communications



About Homes in Somerset

We are an Arm's Length Management Organisation (ALMO) created in 2007. This means we are a wholly owned Council management company responsible for delivering housing management, maintenance and community services for more than 10,000 tenancies and leaseholders on behalf of Somerset Council who retain ownership of the homes.

We ensure good quality; safe homes are provided to the people who need them the most. We also manage current and future development programmes for new affordable homes across Somerset.

Just a few of our accolades include successive Investors in People Gold Award, Domestic Abuse Housing Alliance (DAHA) Gold Accreditation, and the Royal Society for the Prevention of Accidents, (RoSPA) Gold award and we have big plans as set out in recently launched five-year Corporate Strategy as illustrated below:

Our current strategy



Role Profile

Job Title: Retrofit Officer

Contract Type: Permanent, Full time

Salary: £34,811 - £37,563 (depending on experience)

Annual Leave: 27 Days Annual leave

Role Purpose

You will:

- Be the main point of contact for residents before, during and after retrofit works, providing clear information, practical support and consistent communication.
- Explain proposed insulation, heating and renewable energy improvements in plain language, including the intended benefits, likely disruption and what residents need to do.
- Work with Retrofit Coordinators, Designers, Assessors and contractors to ensure residents receive accurate, timely information and technical questions reach the appropriate specialist.
- Understand individual household needs and agree appropriate communication and support arrangements to help residents participate in the programme.
- Help to coordinate reports and submissions to appropriate funding sources. Ensure data is up to date and help with admin tasks as required.
- Listen to residents' concerns, coordinate responses to enquiries and complaints, and keep residents informed until issues are resolved.
- Support handover and aftercare so residents understand how to use their improved homes and know where to obtain further advice.
- Maintain accurate engagement records and use resident feedback to improve service quality, customer satisfaction and value for money.
- Report to the Sustainability Manager at Homes in Somerset (HiS).

What you will bring:

You will:

- Deliver the resident engagement plan across retrofit projects, ensuring customers are kept at the centre of planning, delivery and aftercare.
- Carry out introductory calls and home visits to explain the programme, confirm contact preferences, discuss household needs and record agreed support arrangements.
- Provide accessible letters, updates and appointment information; explain the scope and sequence of works, preparation required and any changes to the programme.

- Arrange access with residents and contractors, follow up missed appointments sensitively and escalate unresolved access issues through agreed HiS procedures.
- Maintain regular contact during works, identify disruption or emerging concerns and coordinate practical responses with contractors and relevant HiS teams.
- Record, acknowledge and follow up enquiries and complaints in line with HiS procedures, agreeing ownership and keeping residents informed of progress and outcomes.
- Identify residents who need additional support and coordinate appropriate referrals with housing and support teams, following safeguarding and confidentiality procedures.
- Follow health and safety requirements for home visits and lone working. Report hazards suspected asbestos disturbance or unsafe contractor behaviour immediately to the Contract Management Specialist and escalate where necessary.
- Keep accurate records of contact, appointments, access, concerns and follow-up actions on the relevant platforms, handling personal information in line with HiS data protection procedures.
- Attend programme and contractor meetings, report resident-related risks and access issues, and agree actions that support delivery within planned timescales.
- Coordinate resident handover, demonstrations and user guidance with technical colleagues; follow up outstanding concerns and refer defects or technical matters to the responsible team.
- Gather feedback and report engagement outcomes, complaints, access performance and lessons learned to the Sustainability Lead/Manager, identifying improvements and avoiding unnecessary repeat visits or costs.

Knowledge, Skills and Experience

What do I need to be successful?

- Experience in resident liaison, housing, customer service or community engagement, with the ability to support people through changes affecting their homes.
- Excellent listening, verbal and written communication skills, including explaining unfamiliar information clearly and adapting communication to individual needs.
- A patient, respectful and empathetic approach, with a strong commitment to customer satisfaction and inclusive service delivery.
- Ability to handle difficult conversations, respond calmly to complaints and concerns, and achieve practical resolutions without making commitments outside your authority.
- Strong organisation and prioritisation skills to manage a resident caseload, appointments and follow-up actions across multiple sites.
- An understanding of the disruption that improvement works can cause in occupied homes and the importance of clear expectations, reliable updates and effective aftercare.
- Ability to work constructively with residents, contractors, technical specialists and housing teams, recognising when to seek advice or escalate an issue.
- Basic awareness of retrofit and energy efficiency measures, or a willingness to develop this knowledge; understand the distinction between resident liaison and technical assessment, design or approval.
- Awareness of safeguarding, confidentiality and data protection, with the judgement to recognise additional support needs and follow appropriate referral procedures.
- Good IT and record-keeping skills, including maintaining accurate contact histories, action records and service monitoring information.

- Commitment to safe home visits and lone working, with the ability to recognise and promptly report hazards rather than undertake technical inspections outside your competence.
- Be flexible, reliable and accountable: keep promises, plan ahead, work well under pressure and maintain professional boundaries.
- A solution-focused approach and willingness to use resident feedback to improve communication, engagement and service delivery.
- Experience of resident engagement on planned maintenance, investment or retrofit programmes is desirable.
- Knowledge of social housing and the roles of Retrofit Coordinators, Assessors and Designers within PAS 2035 projects is desirable.
- Relevant customer service, housing or retrofit training or qualifications are desirable but not essential.
- Technical surveying, design approval, statutory compliance sign-off, contract management and asbestos management remain with the appropriately competent specialists; this role communicates, coordinates and escalates resident-related matters.

How will I evidence my success?

I will …

- Meet agreed resident liaison objectives and KPIs, including timely contact, appointment coordination, enquiry follow-up and accurate record keeping.
- Demonstrate that residents receive clear updates, understand what to expect and have their agreed communication and support needs addressed.
- Evidence effective access arrangements and prompt escalation of barriers, helping to reduce avoidable missed visits and programme disruption.
- Maintain a clear audit trail of enquiries, complaints, referrals and actions, showing timely follow-up and confirmed outcomes.
- Use resident satisfaction feedback and aftercare checks to demonstrate effective handover and identify measurable service improvements.

What we offer



We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.

- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 17.4% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- Access to discounts for sport, leisure, and entertainment activities.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Friday, 6 November 2026
Closing date	Sunday, 22 November 2026
Shortlisting	W/C Monday, 23 November 2026
Formal interviews	Tuesday, 1 December 2026

How to Apply

To apply, please visit the vacancies section on our website. Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

All appointments are subject to two satisfactory references, a DBS check and proof of your Right to Work in the UK. If required for the role, access to a vehicle is essential.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Sunday, 22 November 2026, at midnight.**

