

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Resident Engagement Officer	Grade: SO1
Reports to: Stock Investment Manager	Grade: SM1
Directorate: Housing (Quality & Investment)	Section: Stock Investment & Asset Management (SIAM)

Main Purpose of the job:

To provide proactive, inclusive, and high-quality resident liaison and communication support across Lewisham's housing investment and retrofit programmes. The postholder will support both the Stock Investment and Asset Management (SIAM) Team's capital works programme and the Council's Retrofit Programme ensuring a consistent, resident-centred approach to engagement across all works delivered in occupied homes.

The role is central to enabling the effective delivery of capital investment and retrofit projects by supporting access, communication, and issue resolution at estate and household level. Working closely with contractors, surveyors, energy advisors, community partners, and Council officers, the Resident Liaison Officer will help coordinate resident engagement activities, manage day to day communication, and support positive resident experiences throughout the lifecycle of works.

Acting as a key point of contact for residents, the postholder will build trust, manage expectations, and help resolve concerns, ensuring residents are informed, supported, and meaningfully engaged before, during, and after works. The role also contributes to meeting building standards including PAS 2035 and supports continuous improvement in SIAM and retrofit engagement practice.

Summary of responsibilities and personal duties:

- Act as the primary point of contact for residents before, during, and after retrofit and capital works, supporting access, communication, and issue resolution.
- Deliver end to end resident liaison for retrofit schemes and support engagement across SIAM capital programmes (e.g. kitchens, bathrooms, windows, roofs, and cyclical works).
- Ensure residents are clearly informed about works, timescales, access arrangements, and health and safety requirements, using accessible and inclusive communication methods.
- Support delivery of resident engagement activities, including briefings, drop-ins, estate-based events, and co-hosted sessions with community and energy partners.
- Attend pre-start meetings, site meetings, and resident briefings, working closely with contractors, project managers, and technical teams.

- Log, track, and help resolve resident issues and complaints in a timely and sensitive manner, escalating safeguarding, access, or health concerns in line with Council procedures.
- Maintain accurate records of resident interactions, engagement activity, and outcomes using Council systems, contributing to monitoring, reporting, and programme learning.
- Adapt engagement approaches to meet diverse needs, including supporting vulnerable households and liaising with carers, occupational therapists, or support services where required.
- Contribute to continuous improvement of SIAM and retrofit engagement practice through feedback, reflection, and shared learning.
- Support delivery of works in line with PAS 2035 and DESNZ resident engagement expectations.

Generic responsibilities

- Take responsibility for personal learning and development, including completing e-learning, safeguarding training, and retrofit awareness modules.
- Uphold all relevant Council policies including Equality and Diversity, Data Protection, and Code of Conduct.
- Contribute to an effective and flexible working culture and participate in wider departmental and organisational projects where appropriate.

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Title: n/a	Grade	No of posts
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Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Resident Engagement Officer **POST NO:**

DEPARTMENT: Housing **GRADE:** SO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	
Knowledge	
Awareness of housing investment or retrofit programmes and resident engagement requirements	
Aptitude	
Ability to communicate clearly and sensitively with residents, including explaining works and processes in accessible language	S
Ability to work collaboratively with SIAM officers, contractors, and engagement partners to support delivery of works in occupied homes	S
Skills	
Skills can only be used as shortlisting criteria if the skill is to be tested	(To Be Tested – T)
Experience	
Experience of working in a resident facing role within social housing, housing services, capital works, retrofit, or a comparable public-sector environment	S
Experience of acting as a key point of contact for residents during housing works, managing communication, access, and expectations	
Experience of supporting resident engagement activities (e.g. meetings, drop-ins, estate-based engagement)	S
Experience of logging, tracking, and helping resolve resident issues or complaints in collaboration with contractors or project teams	S
Experience of maintaining accurate records using digital systems and contributing to monitoring or reporting	
General Education	
Relevant qualification or equivalent experience in housing, community engagement, communications, or a related field	
Training or familiarity with resident engagement, safeguarding, or retrofit contexts	S
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required? No Basic Enhanced

(Tick as appropriate – guidance available from your HR Advisor)