

Yorkshire Housing Role Profile

Job title:	Sustainability Liaison Officer	Leader of others:	No
Reports to:	Sustainability Lead	Contract type:	Agile
Business Area	Strategic Asset Management	Car Allowance:	Yes
Budget holder?	No	DBS Required:	Yes

Job purpose

The Sustainability Liaison Officer will support our customers and other stakeholders on the journey to net zero. They will provide training, engagement and raise awareness regards energy efficiency, innovative technologies and retrofit works. Lead on customer engagement linked to retrofit works and data collection.

Key responsibilities

- Ensure that customers are at the heart of our approach to decarbonisation, standards and the development of a sustainable portfolio that is fit for the future
- Lead on customer engagement to support the delivery of retrofit and energy efficiency programmes of work
- Develop customer guides and support in a range of mediums from print, video, online etc to ensure ongoing support
- Identify intervention measures pre and post retrofit to ensure the success of works linked to onsite smart technology and data
- Attend customer workshops and committee meetings to embed a customer obsessed framework of support around contract delivery
- Provide training and awareness workshops aimed at customers and colleagues around decarbonisation and the climate crisis
- Support the Sustainability Lead in maintaining strategic partnerships linked to organisations influential in achieving our business objectives
- Support the Sustainability Lead in reacting to funding opportunities and reporting
- Provide energy efficiency and behavioural advice to customers to manage their energy consumption and carbon emissions
- Provide support to customers and the organisation in the management of feed in tariffs, retrofit credits and smart export guarantees
- Ensure contractors, consultants and suppliers provide a customer focused service and achieve added social value linked to areas of investment

What you'll bring to the role

The main things:

- Demonstrate a passion for improving Yorkshire Housings and our customers' environmental impact.
- Experience of leading on customer engagement.
- Knowledge and experience of environmental and sustainability regulatory frameworks
- Embracing challenges and being able to identify opportunities for positive change and deliver improvements.
- Excellent communication and interpersonal skills. Communicating confidently, effectively and empathetically with people, with the ability to explain complex issues simply without diluting the meaning.

- Ability to manage, motivate and influence behaviours through excellent communication skills.
- Comprehensive IT experience especially in MS products (Including SharePoint & Teams) as well database software (such as housing/asset management systems).
- Ability to work at pace and a can-do attitude
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
- Full UK driving license, able to drive and have access to a car for business purposes.

It would be a bonus if you have:

- IEMA Associate Member or Affiliate, or working towards membership
- L3 Award in Domestic Retrofit Advice, or willing to work towards
- NEA L4 Decarbonising homes, or willing to work towards

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

- **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.
- **Be curious** • Think differently • Ask questions • Keep learning.
- **Make it happen** • Own it • Do it • Be empowered.
- **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.
- **Have fun** • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

Date Role Profile last reviewed:

May 2025