Yorkshire Housing

Regional Customer Engagement Officer

July 2026



Key information about the role

Regional Customer Engagement Officer

Business area:
Place and Customer Engagement – Customer Engagement

Reports to:
Customer Engagement & Wellbeing Team Leader

Leader of others:
No

Contract type:
Agile

Budget holder:
No

Car Allowance:
Yes

DBS check required:
Yes

About the role

Role purpose

The Regional Customer Engagement Officer plays a key role in making sure customers across Yorkshire Housing's regions have real opportunities to influence the services they receive. Working within a defined locality linked to the Place Plan areas, the postholder leads on formal engagement activity; from gathering feedback and running conversations with customers, to supporting service reviews and helping colleagues understand what matters most to the people who live in our homes.

Alongside regional responsibilities each officer will also hold a specialist area such as EDI, Social Value, Youth Engagement, Digital Inclusion, Older Persons or Volunteering. This ensures the team builds deeper expertise and delivers consistent, high-quality engagement in the areas that matter most to customers and the organisation.

The role helps us close the loop by turning customer insight into clear actions and demonstrating the "so what" the difference engagement makes to services, decisions, and customer experience. It also supports Yorkshire Housing's wider social purpose by ensuring customer voice is embedded in everyday practice, community activity, and strategic planning.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

Key responsibilities:

Regional Customer Engagement

- Lead engagement activity within an allocated region, ensuring customers have meaningful opportunities to share their views.
- Plan and deliver a range of engagement methods including conversations, workshops, surveys, and local events.
- Build strong relationships with customers, community groups, and local partners to strengthen trust and participation.
- Ensure engagement activity reflects the needs and diversity of the local area.

Specialist Area Leadership

- Hold a thematic specialism (e.g., EDI, Social Value, Older Persons, Youth Engagement, Digital Inclusion, Volunteering).
- Develop good practice, tools, and approaches within your specialism to support colleagues and improve consistency across the organisation.
- Provide advice and support to teams delivering projects linked to your specialist area.
- Help ensure Yorkshire Housing meets its commitments in your area of expertise.

Customer Insight & Service Improvement

- Gather, record, and analyse customer feedback to identify themes, concerns, and opportunities.
- Work with colleagues across the business to ensure customer insight informs service design and improvement.
- Support the creation of clear, accessible reports that show what customers have said and what has changed as a result.
- Help demonstrate the "so what" of engagement — the impact customer voice has on decisions and outcomes.

Supporting Formal Engagement

- Facilitate structured engagement such as advisory groups, consultation panels, and service-specific conversations.
- Ensure engagement activity is inclusive, accessible, and safe for all participants.
- Support the delivery of regulatory engagement requirements, including Tenant Satisfaction Measures and customer involvement standards.
- Maintain accurate records of engagement activity to support transparency and accountability.

Partnership Working

- Build positive relationships with internal teams, local authorities, voluntary organisations, and community partners.
- Represent Yorkshire Housing at local meetings and forums where customer voice and community priorities are discussed.
- Work collaboratively to avoid duplication and maximise the impact of engagement activity.

Operational Delivery

- Ensure all engagement activity follows safeguarding, data protection, and organisational policies.
- Contribute to team planning, reporting, and continuous improvement.
- Support occasional evening or weekend engagement events as required.
- Promote Yorkshire Housing's values and commitment to ethical, customer-centred engagement.



As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

So, what will you bring to the role?

The main things:

- Experience in customer engagement, ideally within housing, public, or voluntary sectors.
- Strong communication skills, with the ability to engage confidently with diverse groups.
- Ability to gather, interpret, and present customer insight in a clear and meaningful way.
- Good organisational skills, able to manage multiple activities across a regional area.
- Understanding of inclusion, accessibility, and the needs of different communities.
- Ability to work collaboratively with colleagues and external partners.
- Comfortable working independently and using initiative in community settings.
- 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.

It would be a bonus if you have:

- Experience in Regulatory Customer Involvement

Our Yorkshire Housing values

What are they?

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.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

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.

