

Yorkshire Housing Role Profile



**Yorkshire
Housing**

Job title:	Investment Liaison Officer	Leader of others:	No
Reports to:	Asset Investment Manager	Contract type:	Agile
Business area:	Assets and Sustainability; Asset Strategy	Car allowance:	Yes
Budget holder:	No	DBS required:	Yes

Job purpose

The Investment Liaison Officer will serve as a key liaison between internal teams, external partners, and customers to support the effective delivery of Yorkshire Housing's investment programmes. This includes ensuring that planned maintenance, retrofit, and capital improvement works are communicated clearly, coordinated efficiently, and aligned with both customer expectations and organisational objectives.

The post holder will lead on engagement activities related to investment works, ensuring that customers are well-informed, supported, and empowered throughout the process. They will also be responsible for gathering feedback and insights to inform future investment planning and drive continuous improvement.

Working collaboratively with colleagues across Asset Strategy, Sustainability, and Customer Experience, the post holder will help ensure that investment activity delivers measurable value, complies with regulatory standards, and contributes to the long-term quality and sustainability of Yorkshire Housing's homes.

Key responsibilities

- Champion a customer-first approach across all investment delivery activity, ensuring customers are at the heart of every decision.
- Lead on customer engagement to support the successful delivery of investment and improvement programmes.
- Create and maintain accessible customer guidance across a range of formats—print, video, digital—to ensure clear, ongoing support.
- Identify and implement pre- and post-investment interventions to maximise the success of works, particularly those involving smart technology and data insights.
- Represent the customer voice by attending workshops, forums, and committee meetings, embedding a customer-obsessed culture in contract delivery.
- Design and deliver training and awareness sessions for both customers and colleagues to build understanding of investment works and their impact.
- Support the Asset Investment Manager in developing and maintaining strategic partnerships that contribute to Yorkshire Housing's wider business goals.
- Work collaboratively with Contract Managers, Compliance Teams, and Surveyors to ensure smooth project delivery and access arrangements.
- Provide practical and behavioural advice to help customers get the most from their homes, particularly following investment works.
- Ensure contractors, consultants, and suppliers deliver a customer-focused service and contribute to social value outcomes in areas of investment.
- Offer tailored support to vulnerable customers to enable safe and successful delivery of works and surveys.

- Proactively identify and implement solutions to prevent complaints and resolve issues before they escalate.

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.

What you'll bring to the role

The main things:

- A genuine passion for delivering brilliant customer experiences, especially during periods of change or disruption.
- Experience of leading customer engagement activities, ideally within housing, construction, or asset investment settings.
- Strong communication and interpersonal skills, with the ability to build trust and rapport with a wide range of stakeholders.
- Confidence in developing accessible content across multiple formats (e.g. print, video, digital) to support customer understanding.
- A proactive, solutions-focused mindset—able to spot potential issues early and take steps to prevent them.
- An understanding of the challenges faced by vulnerable customers and a commitment to inclusive service delivery.
- The ability to work collaboratively across teams and with external partners to ensure smooth project delivery.
- A flexible and agile approach to work, with the ability to adapt to changing priorities and customer needs.
- A commitment to Yorkshire Housing's values and a desire to contribute to our mission of making it possible for more people to have a place they're proud to call home.
- Demonstrate a passion for improving Yorkshire Housings and our customers' environmental impact.
- Experience of working with personal customer data and the General Data Protection Regulations.
- 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).
- Full UK driving license, able to drive and have access to a car for business purposes.
- 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:

- L3 Award in Domestic Retrofit Advice, 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 last reviewed:

July 2025