

Customer Engagement Lead

Don't just find a job. Feel it.



You'll champion the customer voice, driving continuous improvement and strengthen the relationship between RHP and our customers by designing, delivering, and evaluating high-quality engagement activities, ensuring residents have meaningful opportunities to influence services, shape decision-making, and hold the organisation accountable in line with the Social Housing (Regulation) Act 2023 and the Regulator of Social Housing's Tenant Satisfaction Measures (TSMs).

Connect with what you'll do

In the role you'll:

- ▶ Deliver engagement activities aligned to the organisation's customer engagement strategy and priorities.
- ▶ Increase usage and meaningful insight from our online engagement platform (RHP Digital Neighbourhood) by creating fresh and relevant content.
- ▶ Create accessible, inclusive engagement opportunities across all tenures, including digital platforms, community events, focus groups, and formal panels.
- ▶ Facilitate co-design and co-production activities for service improvements, policy reviews, and neighbourhood initiatives helping to build connected, empowered communities across the housing association's neighbourhoods
- ▶ Coordinate and support customer scrutiny and involvement groups, ensuring they are well-organised, effective, and accessible
- ▶ Utilise customer feedback from surveys, complaints, TSMs to inform engagement activities and focus groups.
- ▶ Work with service teams (repairs, housing management, ASB, estates, etc.) to improve service delivery, embedding customer insight into operational and strategic decisions
- ▶ Prepare clear reports, summaries, and updates to support senior managers, boards, and customer panels.
- ▶ Monitor and evaluate the impact of engagement activities, ensuring outcomes are measurable and communicated back to residents ("you said, we did").
- ▶ Build strong, positive relationships with residents, community groups, local authorities, and partner organisation's across RHP's area of operation.
- ▶ Promote customer voice and involvement in decision-making processes to enhance satisfaction and service outcomes.
- ▶ Represent the organisation at local events, forums, and partnership meetings.
- ▶ Ensure engagement activity is delivered in line with agreed standards and supports compliance with the Social Housing (Regulation) Act, Consumer Standards, and Complaint Handling Code.
- ▶ Maintain accurate records of engagement activity to support transparency and reporting requirements.
- ▶ Escalate risks, issues, or compliance concerns to the Customer Experience & Engagement Manager
- ▶ Support preparations for inspections, reporting, and governance activity as required.
- ▶ Advocating for residents, comfortably challenging the organisation to drive service improvement

Connect with what you'll do

We're looking for someone with experience of:

- ▶ Working in a Customer engagement or a similar role within housing, local government, or the voluntary sector.
- ▶ Supporting customer scrutiny or governance structures.
- ▶ Strong communication skills with the ability to engage confidently with diverse communities and stakeholders
- ▶ The ability to design and facilitate workshops, meetings, and engagement sessions both in-person and online.
- ▶ Skilled in analysing customer feedback and turning insight into practical service improvements.
- ▶ Understanding of the UK social housing regulatory environment, including TSMs and consumer standards.
- ▶ Excellent organisational skills with the ability to manage multiple projects and deadlines.

It'd blow us away if you had:

- ▶ Knowledge of digital engagement tools and platforms.
- ▶ A project management qualification or previous experience of managing projects to completion

The key behaviours we expect in the role include:

- ▶ Role modelling our values: We know our stuff / We make it happen / We care
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Communicating passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues being empathetic, approachable and resident focused on all you do.
- ▶ Being a great team player and doing what it takes to keep the business moving forward.
- ▶ Remaining curious to bring fantastic new ideas to your role which stretch you and improve customer experience.
- ▶ Supporting the use of data and feedback to improve services.
- ▶ Being obsessed about all thing's customer, constantly scanning the landscape for ways to improve our service.
- ▶ Understanding business requirements and delivering solutions