



RISE

Retrofit information,
support & expertise

Retrofit careers pathways: resident engagement jobs

Supply chain advice pack

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www.riseretrofit.org.uk



Introduction

About this pack

This advice pack is written for the supply chain to help support growth and upskilling in the retrofit sector. To clearly understand the types of retrofit careers available we have divided them into operational and technical categories.

This pack focuses on the operational area. Each advice pack will explore examples of the job titles, routes into those roles, relevant qualifications and a typical working day, and progression.

Operational roles

1. Project management
2. Contract management
3. **Resident engagement**
4. Data analysis
5. Procurement
6. Other: Asset management, financial and legal roles

Technical roles

1. PAS 2035
2. Heritage Buildings
3. Related Building surveys
4. Air permeability
5. Ecology and biodiversity

What the pack covers

- a) Importance for the retrofit supply chain
- b) Examples of retrofit roles
- c) Examples of routes to the roles
- d) Examples of relevant qualifications
- e) Examples of tasks for competencies
- f) Examples of progression routes
- g) Example benefits to a career in this area

3. Resident engagement

a) Importance for the retrofit supply chain

Retrofitting the UK's housing is a critical piece of the decarbonisation jigsaw. In 2024, the Climate Change Committee reported that residential buildings were the second highest emitting sector in the UK with 53.2MtCO₂e₁.

There are millions of pounds worth of retrofit funded projects, for example around £500 million for the Warm Homes: Local Grant and £1.29b for the Warm Homes: Social Housing Fund Wave 3, which run until 2028.

An important difference between retrofit and new build projects is the added requirement of resident engagement. Resident buy-in is critical for sign-ups, reducing drop-out rates, increasing resident satisfaction and reducing complaints. It will also help your project run to time and budget. Residents and their homes are all unique and successful engagement is essential to delivering a smooth project.

There are significant challenge areas with resident engagement in the social housing sector and some examples are shown in the table below.

Challenge area	Cause	Mitigation
Lack of resident sign-ups	Lack of promotion or distrust in scheme.	Marketing and engagement, myth busting.
High drop-out rates	Residents shocked at length of processes. Ventilation or measure details not described accurately.	Explain length of process and ventilation requirements early doors.
Complaints due to poor installs or mess	Contractor issues.	Effective contract management.

b) Examples of retrofit resident engagement jobs

- **Resident Liaison Officer (RLO), Resident Engagement Officer (REO) or Tenant Liaison Officer (TLO):** These roles are common for social housing where a RLO or TLO would manage cases raised by a resident such as repairs. Some organisations work to a “one point of contact” system and the role can help them with multiple topic areas and refer on to other teams.

- **Project Officer or Manager:** It can be common in retrofit for a Project Officer or Project Manager to pick up some elements of resident engagement depending on resourcing in the organisation. A key element of making this decision would be calculating how much resource you need per month and per task before assigning roles.
- **Community Engagement Officer:** A Community Engagement Officer builds awareness of retrofit projects by organising events, creating educational materials, and supporting hard-to-reach groups. They ensure residents understand and participate in the process, using existing social networks in the community to build trust and reduce resistance. These roles are common in local councils, NGOs, and social enterprises.
- There can be some overlap between such roles.


c) Examples of routes to roles

People with communication skills and experience are ideal for such roles. This could be experience from sales and retail or similar. Most employers would be happy to view transferrable skills for this area. This may include:

- **Communication skills:** this is a key requirement for resident engagement as each resident can have a particular communication style. It also covers effectively communicating issues back to your team that could impact the project.
- **Project delivery skills:** being able anticipate the different needs and engagement requirements.
- **Reporting skills:** It is useful for learning to report numbers, success or learnings from resident engagement back to your team for learning and reporting purposes.
- **Complaints handling skills:** the main focus is on prevention, but knowledge of this area can be very useful.
- **Lived experience:** having people with lived experience that is similar to the residents they work with can be very valuable in building credibility and trust.

d) Examples of useful qualifications and courses

- **Level 3 Award in Energy Awareness 6281-01:** this course is designed for staff giving energy advice to the public. The training develops useful skills for explaining energy terms to a variety of people. This can give someone working in a resident engagement role both technical skills and confidence. You can view more on this subject [here](#).
- **Level 2 Fuel Debt Advice in the Community 6281-16:** this qualification may be useful for RLOs or TLO who would need to understand fuel bills. Unfortunately, accumulating energy debt can be a relatively common occurrence to encounter. The risk of future energy debt is also a common worry that makes



residents hesitant about accepting retrofit measures. There can be lots of different paths to resolve it and this course could be useful. You can view more on this subject [here](#).

- **Domestic Energy Assessor:** This course is mainly designed for those completing domestic energy assessment to produce Energy Performance Certificates (EPCs), but it can also build technical knowledge and skills for those in retrofit engagement roles. You can view more on this subject [here](#).
- **RISE resident engagement course:** RISE have an array of resident engagement webinars and a CPD accredited resident engagement course, you can view upcoming events [here](#).

e) **Examples of resident engagement tasks or competencies**

- **Customer support:** providing support in cases of increased-complexity.
- **Customer feedback:** collecting customer feedback.
- **Customer strategies or journeys:** drafting a resident engagement plan or customer journey.
- **Complaints:** early intervention and resolving resident complaints.
- **Reporting:** such as the number of homes contacted or satisfaction scores.
- **In-person events or community outreach:** creating an events engagement plan.
- **Marketing:** Working with marketing and communications to create materials.
- **Safeguarding:** understanding when safeguarding practices or referrals need to occur when dealing with vulnerable residents.
- **GDPR:** complying with GDPR legislation and dealing with sensitive data such as income or vulnerability data. This can include items like privacy notes and informed consents.
- **Disclosure and Barring Service (DBS) checks:** your employer may require you to undergo a DBS check. A DBS check shows if an individual has any previous criminal convictions which would be incompatible with the role. There are different levels of checks, such as basic or enhanced. You can view more on this subject [here](#).

f) **Examples of progression routes**

Progression could include:

- Working on projects or cases of increasing complexity, responsibility and financial value.
- Creating a resident engagement strategy.
- Managing more people or a team.
- Becoming a team leader or project manager.

g) **Example benefits to a career in this area**



- **Variety:** variety of people, projects and cases.
- **Social:** ideal for those who enjoy social interaction which can be helpful for improving physical and mental health.
- **Community engagement:** there are likely to be many in-person events in such a role.
- **Improving communication skills:** there will be skills you can pick up in this role which could greatly benefit other areas in life.
- **Project management skills:** through outreach, reporting, organising events and planning engagement you can build project management skills which could benefit other areas in life.

Resources



Masterclasses:
resident engagement
playlist available [here](#).

**RISE resident
engagement events:**
available [here](#).



Podcast: "Resident
Engagement for Warm
Homes Retrofit Projects"
available [here](#).

Podcast: "Retrofit
Customer Journey with
Marches Energy
Agency" available [here](#).



This pack aims to share insights, good practices, and lessons learned from the sector. It is intended for informational purposes only and does not constitute recommendations or endorsements of specific suppliers, products, or services within the sector.



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