

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	Warmer Homes Engagement Officer
Grade	PS7	Reports to (role title)	Climate Resilient Homes Manager
		Directorate/School	Place
JE Band	228-268	Service / Department	Climate Resilient Homes
		Date Role Profile was created	Dec-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Warmer Homes Engagement Officer will support the Climate Resilient homes team in the delivery of Surrey County Council's (SCC) Warm Homes – Local Grant, and other retrofit ambitions outlined in the Retrofit Strategic Action Plan in 2026 and beyond. Whereby the council has over £10 million of grant to upgrade homes suffering from fuel poverty with low carbon and energy efficient installations. They will be primarily supporting the fulfilment of the Council's commitment to achieve Net Zero in Surrey by 2050, in alignment with the Surrey Way to ensure no residents are left behind.</p> <p>Key Role Responsibilities: -</p> <ul style="list-style-type: none"> •Being the "first point of contact" for Surrey residents to engage with the team's retrofit grant offerings including providing detailed information on how the schemes work. This may be via multiple mediums i.e. phones, emails and the internet •Act as a critical partner to residents and the team to progress applications to the relevant retrofit grants. This includes being on hand to support with queries by having knowledge of retrofit, addressing concerns, liaising with installers and handling complaints •Triaging and assessing applications for the Warm Homes Local Grant and other projects to determine eligibility •Administering, maintaining and storing resident's applications to remain compliant with the relevant obligations, project reporting requirements and grant KPI's
Work Context	<p>This is a key role for the Climate Resilient Homes team and is being created as part of a growing effort to deliver the grant funding provided by the Department of Energy Security & Net Zero and to meet the targets outlined by Central Government on the Warmer Homes Programme out to 2030 .</p> <p>The Climate Resilient Homes Team have responsibility for delivering fuel bill & energy savings, whilst also driving carbon reduction within Surrey's Domestic sector, as well as supporting the development of additional renewable energy and property flooding resilience.</p> <p>We operate a policy of agile working, which means you will have the option to spend part of your week working from home, though this may flex based on business need. Whilst based in Victoria Gate, the role is likely to require business travel to other locations in Surrey for key meetings, and we expect staff wherever possible to utilise public transport for such needs. This role might be required to visit some sites where projects are being installed across Surrey in some cases.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	N/A

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. <p>People & partnerships</p> <ul style="list-style-type: none"> Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. Communicate and liaise with service users and/or external contacts, representing the team/service as required. <p>Resources</p> <ul style="list-style-type: none"> May assist in the management of a small budget or recovery of income. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Collate data, prepare reports/statistics to meet statutory/management information requirements. Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF). Knowledge of relevant technical area including, where appropriate, relevant practical skills. For some roles a relevant degree may be required. Good IT skills, including MS Office and database management systems. Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people. Ability to prepare and present reports in a logical and digestible format. High level administrative, analytical and organisational skills. Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. A methodical approach to information gathering, recording and reporting. Typically previous work experience in a relevant environment.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Education, Training and Work Qualifications</p> <ul style="list-style-type: none"> Undergraduate Degree Standard of education in relevant subject <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of housing decarbonisation and ability to deal with resident queries including complaints handling Excellent customer management and communication skills Experience in stakeholder engagement Good IT skills including use of MS office (Word, Excel, database management systems, PowerPoint).
Role Summary	<p>Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.</p>
Reference Number	BM-2026-123