

Customer Liaison Officer

Established in 2016 in Merseyside, Next Energy is a PAS2030-certified and Trustmark-verified retrofit installer, delivering all permissible fabric and renewable heating measures to domestic properties.

With a highly skilled and experienced workforce, we have grown to become one of the most reputable, reliable specialists within the UK renewable, heating, and insulation sectors. We work with utility companies, local authorities, housing associations and directly with homeowners to make homes warmer and more affordable.

Role Overview

We are seeking a proactive and compassionate Customer Liaison Officer to act as the key link between residents and our operational teams during the delivery of work. This role is central to ensuring residents feel informed, supported, and confident throughout each stage of the project, helping to create a positive customer experience from start to finish.

Working closely with site and office teams, you will play an important role in coordinating communication, resolving concerns efficiently, and ensuring that resident feedback is used to continuously improve service delivery. You will be responsible for maintaining clear and accurate records, supporting performance reporting, and helping the wider team understand the customer perspective.

This position is well suited to someone with strong interpersonal skills who can remain calm and solution-focused in sensitive situations. You will be joining a supportive organisation that values professionalism, teamwork, and personal development, offering training opportunities, employee benefits, and a working environment that recognises and rewards contribution.

Main Responsibilities

- 🌱 Be the main point of contact for residents, keeping them informed about timelines, work, and any changes. Handle queries and concerns professionally and promptly.
- 🌱 Help residents understand the nature and benefits of the work being done, keeping residents engaged throughout the project.
- 🌱 Provide support and reassurance, especially to vulnerable residents or those feeling anxious about the work.
- 🌱 Liaise with site/office teams to ensure smooth co-ordination and ensure any customer issues are resolved. Attend site/office meetings, providing insights to help improve service delivery.
- 🌱 Keep detailed records of resident interactions and concerns. Collate relevant documentation and customer satisfaction data to support performance reporting and continuous improvement.

What we'll need from you

- ✔ Experience in a customer-facing role, ideally within social housing or a related sector
- ✔ Ability to manage concerns, complaints and conflict situations professionally and effectively
- ✔ Strong interpersonal skills with a calm, empathetic, and solution-focused approach
- ✔ Highly organized with strong attention to detail and the ability to manage competing priorities
- ✔ Proactive and self-motivated, with the ability to anticipate issues and take initiative
- ✔ Confident working collaboratively with diverse teams, residents, and stakeholders
- ✔ Valid UK Driving License

What you'll get from us

We value our employees and provide a number of benefits, supports, and any training required to support in development and progression. These include:

- ✔ Employee Assistance Programme
- ✔ Extensive discounts from loved brands and major retailers via perkbox
- ✔ 20 holidays + bank holidays and a fully paid Christmas shutdown period
- ✔ Potential to win awards such as Employee of the Month and Quarterly outstanding performance
- ✔ Work events such as awards evenings, summer and Christmas parties
- ✔ Length of service rewards

Employee Name:.....

Employee Signature:.....

Date:.....