

Job Description

Job Title: Communications and Engagement Officer	Service Area and Team: Operations Team	
Grade: C	Post Number and evaluation number:	Date last updated: 5th August 2026
Reporting to: Communications and Engagement Manager	Responsible for: N/A	
Our Values: Trust Through Collaborations - We believe collaboration helps us learn, grow, and explore new ideas – giving us the confidence to experiment, be creative, and deliver a real impact. We foster a culture of trust where open, honest conversations are valued and it’s safe to challenge. Rooted in respect - We respect the different cultures, backgrounds, and perspectives represented within London Councils, our partners, and all who live and work across London’s boroughs. We create space for every voice to be heard and valued. We call out current, historic, and systemic prejudice, seek out different views, and act with integrity to achieve fairer, more equitable outcomes Driven by Purpose - We are driven by our individual and collective purpose to make London a better place for everyone who lives in, works in, or visits the city we’re proud to call home. Our commitment to making a positive, meaningful, impact across all London boroughs and communities shapes our actions and guides our decisions. Equality and Diversity - We are committed to and champion equality and diversity in all aspects of employment with the London Councils. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work Health and Safety - Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.		



About Warmer Homes London

Launched in February 2025 by London Councils and the Mayor of London, Warmer Homes London is a new organisation designed to tackle systemic barriers to making London's homes energy efficient at scale.

Making homes energy efficient through retrofit is about ensuring Londoners have more comfortable and climate-friendly homes, lower energy bills, and reduced instances of damp and mould.

WHL's early focus is on social housing, low-income owner-occupiers, and private renters—those most vulnerable to fuel poverty.

Initially, we are running two capital funding programmes:

Warm Homes: Social Housing Fund – Co-funded by 26 boroughs and housing associations. England's largest DESNZ appointed Strategic Partnership.

Warm Homes: Local Grant – 31 boroughs and the GLA collaborating to deliver for low-income private and rented housing.

Overall Purpose of Job:

This role will strengthen how Warmer Homes London communicates, engages and builds trust with its key audiences, including residents. They will support the delivery of important stakeholder networks that create the collaboration and learning London needs to progress towards energy efficient, comfortable, climate neutral homes.

Job Summary:

As Communications and Engagement Officer, you will play a key role in delivering our messaging and shaping how we connect with stakeholders. From working closely with local and regional government, to creating messaging designed for residents, this role offers the opportunity to develop storytelling that speaks to a wide range of audiences.

Working alongside the Communications & Engagement Manager, you will be responsible for producing engaging content across our channels that is consistent, accessible, and relevant for our target audience groups.

You will collaborate closely with both grant programme teams, and our Retrofit Strategy and Services team, to understand priorities, engage stakeholders, and bring clarity to messaging across digital, print and product outputs. This is an important role in developing our resident facing communications, under the Local Grant programme: alongside monitoring resident

enquiries, and having a direct interface with the public, you will help lead on how we support teams to embed resident first language and approaches throughout our assets and materials.

This role is instrumental in building our stakeholder networks, and strengthening the collaboration London needs to help make our homes energy efficient. Alongside considering the resident audience, you will also be working closely with a range of stakeholder groups, including boroughs, housing associations, and retrofit supply chain members. You will be working with partners to build strong relationships, develop networks, and deliver targeted messaging. You will also help to identify opportunities where we can proactively engage with relevant stakeholder groups through our projects and services.

This is an exciting opportunity to build broad communications experience and deliver vital work that helps improve the lives of Londoners. If you're an excellent communicator with strong writing skills and a collaborative mindset, we'd love to hear from you.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- Create and copyedit compelling content across digital channels, products and publications, tailored to the needs of specific audiences.
- Monitor and respond to resident and borough enquiries and support teams to develop resident accessible messaging, and embed resident-first language: ensuring the public receives clear, understandable messaging.
- Coordinate and support the delivery of key stakeholder networks, including planning engagement activity, overseeing communications, identifying new opportunities, building relationships, and gathering relevant feedback.

To undertake all responsibilities listed below:

1. Produce or support the production of engaging written and visual materials for WHL's digital channels and organisational outputs.
2. Oversee the delivery, with the input and support of internal teams, of key stakeholder networks, with responsibilities including: maintaining membership communication, designing a year-round calendar of engagement, managing logistical delivery, capturing feedback and escalating any issues.
3. Edit and sub-edit a range of written materials, including case studies, product copy, insights documents, presentations, and briefings, in a range of digital and print formats.

4. Work with members of Grant Programme teams to deliver relevant communication activities, and support on engagement with stakeholders (including local government officers and the supply chain).
5. Identify opportunities to strengthen relationships or engage with key stakeholder groups, sharing insights and facilitating connections to improve join up.
6. Be a guardian for the brand, and provide advice and guidance to internal teams on usage. This includes helping to develop resources to ensure appropriate tone of voice and language choices for target audiences.
7. Support on the delivery of WHL and grant programme led events, including invite management, stakeholder coordination, logistical support, and secretariat function when needed.
8. Capture intelligence and feedback from stakeholder networks, collaborating closely with the Head of Operations and Communications & Engagement Manager to help shape WHL's priorities and business planning.
9. Track analytics and engagement metrics to inform improvements in our communications and engagement strategy.
10. Support on internal communications, including through the monthly staff newsletter and building strong collaboration across teams.
11. Maintain the internal meeting schedule forward plan and coordinate content for the all staff meetings and show and tells, working closely with the business support manager.
12. Hold responsibility for maintaining the communications forward plan, working closely with the Communications & Engagement Manager, ensuring that planned communication opportunities remain on track.
13. Hold responsibility for monitoring public facing resident inboxes, and handling relevant resident enquiries.
14. Provide administrative support where needed, through assisting with meeting coordination and documentation, booking refreshments, and welcoming guests.
15. Ensuring that all work takes account of legal requirements, including media law, data protection, rules governing local government publicity, and London Councils (our host body) policies and protocols.
16. To carry out any other duties appropriate to the post.

Personal Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the CV and/or sifting questions, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Councils. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
Qualifications and experience Stakeholder engagement: Track record of coordinating stakeholder groups and communicating with stakeholders across a number of different sectors Experience of communicating complex information succinctly and clearly to a range of audiences including members of the public	Sift Questions/Interview and/or Anonymised CVs

Experience of developing and delivering communications for a wide range of channels, including social, digital, and products/services Narrative & Storytelling: Ability to support technical leads with translating complex data into compelling, pragmatic narratives for non-technical senior stakeholders Ability to translate technical jargon into plain English A track record of working in a fast-paced environment	
Knowledge Experience of measuring and tracking impact on different communication techniques Application of brand guidelines and ensuring stakeholders apply them appropriately Skills and abilities Excellent writing and editing skills Good time management skills and the ability to juggle competing demands. Ability to communicate with stakeholders at all levels, from residents to senior borough members and officers Ability to tailor language successfully to engage different audiences Personal characteristics An inclusive team player Political sensitivity Commercial awareness Outstanding interpersonal skills to relate effectively to London Councils' elected members, borough delivery partners and colleagues	Sift Questions/Interview and/or Anonymised CVs

Ability to use own initiative Ability to think creatively and to develop original ideas Other factors Strong personal commitment to WHL and London Councils' equal opportunities policy; understanding and support of the implications of equal opportunities and diversity in London local government A flexi-time system is worked. Occasional evening and weekend working may be required for events and a willingness to travel within England and Wales.	
CRITERIA- Desirable	METHOD OF ASSESSMENT
Skills Ability to use Canva, or other design software Experience with Mailchimp, or other newsletter software, and content management systems for web editing Experience of writing political briefs Experience Experience working in the built environment, local government, housing, and retrofit. Experience with creating copy for products and services that are used by the general public. Sector Context: Experience working in non-digital or complex physical delivery settings within the built environment, local government, housing, and retrofit. Political awareness: Experience of working in a political environment with a strong public service ethos particularly at local or regional level	Sift Questions/Interview and/or Anonymised CVs

Agile Environments: Experience working in settings where evidence was used to make decisions quickly. Inclusion: Experience working with vulnerable or less often heard user groups.	
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London Councils Behaviours:

Trusted through Collaboration - How we demonstrate this Value (behaviours):

- We create **trusting relationships** where we value feedback and it's safe to challenge, and we treat sensitive information with respect
- We are transparent, **accountable, and open** in how we work with each other, our members, and our partners
- We **communicate** clearly and openly, ensuring information flows freely across all levels and functions, so everyone feels included and valued
- We **learn, develop, and innovate** through our collaborative approach – sharing our knowledge to deliver better outcomes

Rooted in Respect - How we demonstrate this Value (behaviours):

- We engage respectfully, by **listening** actively and **responding** thoughtfully, recognising the value in others' contributions and feedback
- We embed **equity** and **equality** in our decisions, processes, and daily actions
- We **challenge** bias and remove barriers to fairness and inclusion, recognising that fairness requires addressing unequal starting conditions
- We create a welcoming, **inclusive** environment where everyone feels they belong

Driven by Purpose - How we demonstrate this Value (behaviours):

- We **work together** to maximise our personal and collective impact
- We **listen** carefully to our members, communities and partners, making sure their needs shape our shared goals
- We **adapt** quickly and **learn** continuously to continue delivering meaningful change
- We stay **united** and **focused**, even when priorities shift and challenges emerge