

Are you passionate about giving customers a voice, building stronger communities and improving services through meaningful engagement?

Westfield Housing Association is looking for an enthusiastic and people-focused Customer Engagement & Communications Officer to play a key role in strengthening customer involvement, shaping service improvements and celebrating the positive impact we have across West Cumbria.

As a community-based housing association managing 668 homes, we are proud of our strong local roots and high levels of customer satisfaction. We are seeking an individual who shares our commitment to excellent customer service, open communication and community development.

Customer Engagement & Communications Officer

Westfield Housing Association Workington, Cumbria

Full Time - 35 Hours per Week

Salary - £36,680 p.a.

About the Role

Reporting to the Housing Manager, you will lead on customer engagement, consultation and communications activities across the Association.

You will work closely with customers, colleagues, partners and community groups to ensure tenant voices influence decision-making and service delivery. You will also develop engaging communications, oversee customer feedback and complaints processes, support community initiatives and help demonstrate the social value created by Westfield's work.

Key responsibilities include:

- Developing and delivering customer engagement activities, consultations and events.
- Supporting and developing the Customer Panel and other resident involvement opportunities.
- Gathering, analysing and reporting on customer feedback and satisfaction information.
- Producing newsletters, website content, social media updates and customer communications.
- Managing complaints, compliments and learning outcomes to drive service improvements.
- Promoting positive stories, community achievements and social value outcomes.
- Supporting community projects and management of the Neighbourhood Investment Fund.
- Line managing Customer Service/Administration Assistants (1 x full-time post and 1 x apprentice).

Why Join Westfield?

At Westfield, every colleague makes a difference. We are a small, friendly and ambitious organisation where ideas are valued and achievements are recognised. In return, we offer:

- Competitive salary - £36,680 pa (35 hours per week)
- 25 days annual leave, increasing to 30 days with service, plus buy/sell annual leave scheme
- Bank holidays plus three additional days at Christmas/New Year
- Social Housing Pension Scheme with employer contributions of up to 15%
- Ongoing learning and development opportunities
- A supportive, collaborative working environment
- The opportunity to make a real impact within local communities



To apply, please submit:

- Your CV
- A supporting statement (maximum three pages) outlining why you are interested in the role and how your skills and experience meet the requirements

Applications should be emailed to hr@westfieldha.org.uk.

Closing Date: Monday 24 August 2026

Interview Date: Thursday 3 September 2026

We welcome applications from all backgrounds and are committed to equality, diversity and inclusion.