

# ROLE **PROFILE**

**JOB TITLE:** Retrofit Coordinator  
**REPORTING TO:** Director of Asset Management  
**TEAM:** Assets

## JOB OVERVIEW

To work within the Asset Management Team and wider organisation and be responsible for overseeing the assessment of dwellings as well as the subsequent specification, monitoring, and evaluation of energy efficiency measures, in accordance with PAS 2035.

To develop and oversee the decarbonisation investment programme and develop annual measurable targets as part of a longer-term strategic aim of achieving net zero carbon output for all stock assets.

To line manage the 'Energy Initiatives Officer'.

## ABOUT THE ROLE



**FUTURE  
FOCUSED**



**WORK  
TOGETHER**



**ACT  
WITH CARE**



**MAKE A  
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

- Advise on all technical aspects of retrofit programme specifications and contract delivery for both new build and existing stock assets.
- Through the use of the 'Intelligent Energy' stock asset database module; maintain, update and interrogate existing stock asset energy data and ensure that investment programmes are generated in such a way that reduce stock asset carbon emissions whilst maximising return on assets.

- To signpost the wider organisation to sources of information in relation to retrofit and wider environmental priorities.
- To attend sector and regional low carbon asset management groups to capture and share best practice with the wider organisation.
- To use other best practice events to keep the organisation up to date with developments within the decarbonisation sphere
- To assist in the development of a carbon literacy programme for the organisation.
- Support the wider team in developing 'off the shelf' decarbonisation schemes ready to go to enable the organisation to react to successful bids for decarbonisation grant funding.
- Advise on grant opportunities and align these to maximise return on assets aligned to the Asset Management and Homes Decarbonisation Strategy
- Work closely with the Finance Team to advise on organisational and sector decarbonisation targets and the associated liabilities over the duration of the business plan.
- Ensure alignment of the Homes Decarbonisation Strategy and road map with relevant associated internal strategies and plans including the environmental, sustainability and governance programme.
- Highlight statutory approvals that may be required.
- Provide comprehensive monitoring reports on the Retrofit Project particularly in relation to compliance with grant funding requirements and against the business plan decarbonisation expenditure targets.
- Ensure a suitably experienced and qualified contractor is appointed for Retrofit Projects through early involvement in the procurement process.
- Help develop and procure a competent retrofit supply chain.
- Provide quality assurance checklists and information on process for inclusion in the works contract to assist the Asset Delivery Team when quality checking decarbonisation activities on site.
- Offer market intelligence on expected prices, competencies, supply chain networks etc
- Review tender package for clarity and usefulness and provide appropriate feedback.

- Provide a suggested tender review checklist/weighting template.
- Review tender returns - providing feedback on quality and cost.
- Advise supply chain throughout project delivery and support with toolbox talks
- Provide guidance on commissioning of newly installed systems
- Specify requirements for quality assurance photos and checklists and commissioning requirements with the contractor and Investment Delivery Team.
- Undertake post-completion energy us monitoring (in line with PAS2035).
- Development of a collaborative, customer-focused communications strategy and ensure tenants are actively involved in shaping service delivery.

## WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

## PERSON SPECIFICATION

### Person Specification:

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>• A technical building qualification (minimum HNC or equivalent)</li> <li>• Have or be working towards a Retrofit Qualification</li> <li>• Health and Safety experience or relevant qualification</li> <li>• Domestic Energy Assessor (DEA) experience</li> </ul>	Interview
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>• A breadth of experience in a social housing asset management role preparing investment programmes in line with business plan.</li> <li>• Experience of carrying out retrofit works in a domestic setting</li> <li>• A good understanding of a range of building services systems - particularly heating and ventilation systems</li> <li>• Previous involvement in PV and EWI installations</li> <li>• Experience of on-site monitoring tools and their appropriate use, eg one or all of:               <ul style="list-style-type: none"> <li>○ Thermal imaging</li> <li>○ Air Pressure tests</li> <li>○ Moisture meters</li> <li>○ Flow and pressure meters for ventilation systems</li> </ul> </li> <li>• Clarity in the use of written communications ie email, letters, texts.</li> <li>• Experience of budget setting and control, business planning and performance management.</li> <li>• Extensive experience of the use of Promaster or similar asset management system, including:               <ul style="list-style-type: none"> <li>○ Energy module and scenario modelling</li> <li>○ Data interrogation and reconciliation</li> <li>○ Creation of cross references within an asset management system to update the Energy Module</li> <li>○ Stock condition survey module</li> <li>○ Working knowledge of a servicing/compliance module and its impact on energy.</li> </ul> </li> <li>• Knowledge of project risk management in construction in relation to control of time, quality and cost.</li> <li>• Must have a sound technical knowledge with respect to repairs and maintenance investment and repair methodology within domestic housing stock.</li> <li>• Experience of delivering training and/or carrying out on site knowledge transfer.</li> <li>• A good understanding of building construction methods, property archetypes and their influence on energy ratings.</li> <li>• Experience of building energy modelling - SAP, PHPP or similar.</li> <li>• Experience and understanding of commissioning in mechanical and electrical systems (ventilation and heat)</li> <li>• Knowledge of PAS2035.</li> </ul>	Interview
Skills and abilities	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Analytical skills</li> <li>• Ability to work autonomously and as part of a team</li> </ul>	Interview

# YOU'RE THE DIFFERENCE



Personal qualities	<ul style="list-style-type: none"><li>• Flexible to cover additional hours and change of hours essential</li><li>• Flexible to travel to the Group offices across the North West when required</li><li>• Able to work as a flexible team member contributing to a wide range of corporate challenges</li><li>• A strong commitment to high quality customer service</li><li>• Adapts positively to change</li><li>• Adopts a flexible approach to the requirements of the job</li></ul>	
Other	<ul style="list-style-type: none"><li>• Full Clean Driving Licence and access to a vehicle for work at all times</li></ul>	

Prepared March 2021