

Northumberland County Council

JOB DESCRIPTION

Post Title: Community Retrofit Advisor		Director/Service/Sector: Climate Change Team		Office Use
Band: 5		Workplace: Civic Centre, Blyth		JE ref: 4084 HRMS ref:
Responsible to: Retrofit Coordinator		Date: December 2021 updated Feb 2023	Manager Level:	
Job Purpose: To deliver retrofit advice to building owners and/or occupants within Northumberland, in accordance with PAS2035:19				
Resources	Staff	Not applicable		
	Finance	Contributing to the efficient and effective running of the Council's domestic retrofit programme, projects and service .		
	Physical	Maintain and operate key programme and project systems. Expected to frequently work away from the normal office location and will regularly deal with residents in their homes.		
	Clients	Ensure compliance with relevant legislation, council policies and procedures.		
Duties and key result areas: <ol style="list-style-type: none">1. To deliver retrofit advice to building owners / occupants within Northumberland, in accordance with PAS2035:19 (or future iterations) and the appropriate Path, to allow householders to make effective decisions on the installation of energy efficiency measures.2. Provide appropriate, and customised retrofit advice to the building owner / occupant on initial engagement and inception of a retrofit project and obtain relevant information including evidence for eligibility, behavioural issues, energy costs and tariffs / supplier, retrofit technologies, the retrofit process and data considerations.3. Liaise with the Retrofit Installer to provided coordinated advice to the building owner / occupant and customized to reflect the energy efficiency measures installed and their intended outcomes, at the time of or shortly after handover of the completed installation.4. Provide advice on how to operate a home in an energy efficient way after the installation of an energy efficient measure to include an appraisal of existing and proposed energy tariffs.5. Lead on setting up a Northumberland County Council 'Advice Hub' for building owners / occupiers within the county to obtain relevant energy efficiency advice.6. Liaise with building owners, Retrofit Coordinators, Retrofit Assessors, Retrofit Designers, Retrofit Installers and Building Surveyors, where appropriate, to support the delivery of domestic retrofit projects within Northumberland.7. Keep abreast of amendments and updates to all relevant legislative and best practice guidance.8. Develop and maintain positive collaborative relationships with all relevant internal and external stakeholders to ensure the successful delivery and implementation of projects within deadlines, reporting on all relevant KPI's as and when required.9. Provide support and technical advice to relevant officers across the Council in developing and implementing effective projects and programmes and support managers to embrace an ethos of continuous improvement.10. Actively promote and represent the interests of the Council in relation to service activities and policies at local, regional and national level, as appropriate.11. Attend and contribute to relevant committees, meetings and seminars and participate in task groups as required.12. Ensure compliance with organisational requirements for Data Protection, Risk Management, Safeguarding, Health & Safety and other legal and statutory requirements along with best practice and general duty of care.				
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.				
Work Arrangements				
Physical requirements:		Sedentary office work with occasional need to stand, walk, lift and climb ladders		
Transport requirements:		Travel to external appointments, work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion		

Working patterns: Working conditions:	Normal office hours but flexi hours may apply if colleagues provide cover. Possible attendance at evening meetings Office based with frequent site visits including visits to building sites and both occupied and unoccupied domestic properties
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Northumberland County Council
PERSON SPECIFICATION

Post Title: Retrofit Advisor		Director/Service/Sector: Housing & Public Protection		Ref: 4084
Essential		Desirable		Assess by
Qualifications and Knowledge				
City & Guilds Energy Awareness or Green Deal Advisor or equivalent A good understanding of building principles and service systems. Working knowledge of building maintenance, planning regulations and relevant health and safety legislation. Knowledge of relevant policies, procedures, trends, developments and best practice. Commercial awareness and an understanding of the relationship between costs, quality, customer care and performance. Evidence of continued professional development.		Level 3 Diploma in Domestic Energy Assessment. Level 3 Award in Energy Efficiency and Retrofit of Traditional Buildings. Level 3 Award in Domestic Retrofit Advice Level 5 Diploma in Retrofit Coordination and Risk Management. Qualification in sustainable and low-energy building. Understand the diverse functions of a large complex public sector organisation and the relevant professional issues.		A/I
Experience				
Experience of providing energy efficiency advice to householders Experience of a recognised domestic energy model, for example, RDSAP, SAP or PHPP Good financial awareness and experience of budgeting and financial procedures. Experience in developing and maintaining excellent collaborative relationships with all relevant internal and external stakeholders.		Sustainability and energy efficiency industry experience Experience of working as a building professional within both the private and social housing sector. Experience in carrying out retrofit works in domestic settings.		A/I
Skills and competencies				
Knowledge of retrofit improvement techniques and measures Confident in reporting and presenting to internal and external stakeholders. Proficient in the use of a wide range of Microsoft Office 365 applications including Word, Excel and Outlook. Successful achievement and personal commitment to delivering excellent services to customers. Proven record of excellent people skills, including good communication and interpersonal skills. Is an effective advocate for the service both internally and externally. Maintains a professional demeanour in stressful and difficult situations. Good negotiation and communication skills and able to persuade others to adopt an alternative point of view. Ability to work independently and to take initiative.		Advanced skills in Microsoft Office and MS Projects		A/I
Physical, mental, emotional and environmental demands				

Generally, works from a seated position when in the office; however, there is a requirement to visit building sites and occupied domestic properties regularly, climb ladders and operate in poorly lit buildings. Need to maintain general awareness, with lengthy periods of enhanced concentration. Regular contact with public/clients in dispute/negotiation with the County Council		A/I
Motivation		
A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness and respect for others. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated. Works with little direct supervision.		A/I
Other		
Able to meet the transport requirements of the post.		A/I

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others
e.g. case studies/visits