

Northumberland County Council
JOB DESCRIPTION

Post Title: Retrofit Coordinator		Director/Service/Sector: Climate Change, Business Intelligence and Performance		Office Use
Band: 8		Workplace: County Hall, Morpeth		JE ref: 4082 HRMS ref:
Responsible to: Senior Retrofit Coordinator		Date: May 2023	Manager Level:	
Job Purpose: To manage and coordinate domestic retrofit projects within Northumberland, in accordance with PAS2035:2019				
Resources	Staff	A retrofit team consisting of Retrofit Assessors, Designer, Advisor and Administration Assistant, based in Morpeth but frequently working across all areas of Northumberland (Retrofit Assessors to report to the Retrofit Coordinator).		
	Finance	Contributing to the efficient and effective running of the Council's domestic retrofit programme, projects and service review team. Responsible for significant budgets >£1m		
	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. Manage and coordinate domestic retrofit projects within Northumberland from inception to completion to ensure compliance with PAS2035:2019.2. Liaise with building owners, Retrofit Assessors, Retrofit Designers and Retrofit Installers in order to ensure effective end-to-end project management.3. Consult with building owners to determine intended outcomes and complete retrofit risk assessments for each dwelling or dwelling type within the retrofit project to determine the appropriate Path.4. Development of retrofit project plans and medium-term improvement plans for every dwelling.5. Ensure effective documentation of the project progress, including any information that is supplied by building owners, and other retrofit stakeholders involved in the delivery of the project ensuring that records are kept to the required service standards, observing data protection, privacy and confidentiality rules and procedures.6. Advise the Client on the need for any statutory approvals for the proposed retrofit work and make applications with the appropriate authorities on behalf of the Client.7. Review and approve designs produced by the Retrofit Designer to ensure compliance with PAS2035:2019 and provide advice to relevant stakeholders prior to commencement of work.8. Provide retrofit advice to the building owner / occupier on completion of the improvement option evaluated and on completion of the retrofit design as appropriate and in accordance with the requirements of PAS2035:2019.9. Oversee the ongoing work on site, providing advice throughout the project resolving any arising site issues, reviewing performance to ensure quality standards are met and identifying and implementing service improvements when required.10. Keep abreast of amendments and updates to all relevant legislative and best practice guidance.11. Oversee handover of work and provide records, documentations and Claims of Conformity PAS2035. Supply all test and commissioning records to the building owner and/or client.12. Coordinate the required level of post project monitoring and evaluation and report on outcomes to identify and learn from any problems throughout the retrofit project.13. 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.14. 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.15. Provide motivational leadership and support to the team, ensuring clarity of direction, effective communication and maintaining open constructive dialogue. Effective participation and contribution to staff appraisals, sickness reviews, individual performance and other HR related issues.				

16. Actively promote and represent the interests of the Council in relation to service activities and policies at local, regional and national level, as appropriate.
17. Attend and contribute to relevant committees, meetings and seminars and participate in task groups as required.
18. 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 working at height on scaffolding
Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion
Working patterns:	Normal office hours but flexi hours may apply if colleagues provide cover. Possible attendance at evening meetings
Working conditions:	Office based with occasional site visits including visits to building sites and both occupied and unoccupied domestic properties

Northumberland County Council
PERSON SPECIFICATION

Post Title: Retrofit Coordinator		Director/Service/Sector: Housing & Public Protection	Ref:
Essential	Desirable		Assess by
Qualifications and Knowledge			
<p>Hold, or working towards a Level 5 Diploma in Retrofit Coordination and Risk Management.</p> <p>Hold, or working towards a Level 3 Diploma in Domestic Energy Assessment.</p> <p>Working knowledge of building principles, maintenance, planning regulations and relevant health and safety legislation.</p> <p>Knowledge of relevant policies, procedures, trends, developments and best practice.</p> <p>Commercial awareness and an understanding of the relationship between costs, quality, customer care and performance.</p> <p>Evidence of continued professional development.</p>		<p>Hold professional membership of CIOB, CIAT, CARE, AABC, RIBA RICS or RIAS.</p> <p>NOCN-C Skills Awards Level 3 Award in Energy Efficiency Measures for Older and Traditional Buildings.</p> <p>Evidence of recent and relevant management training.</p> <p>Understand the diverse functions of a large complex public sector organisation and the relevant professional issues.</p>	A/I
Experience			
<p>Experience of working as a building professional within the private or social housing sector.</p> <p>Experience in carrying out retrofit works in domestic settings.</p> <p>Experience of a recognised domestic energy model, for example, RDSAP, SAP or PHPP</p> <p>Good financial awareness and experience of budgeting and financial procedures.</p> <p>Experience in managing projects and performance to successfully achieve outputs and objectives.</p> <p>Experience of building surveying including identify defects and proposing reliable solutions.</p> <p>Experience in developing and maintaining excellent collaborative relationships with all relevant internal and external stakeholders.</p>		<p>Sustainability and energy efficiency industry experience</p> <p>Supervising staff and their productivity.</p> <p>Experience of all aspects of Contract Management and Contract Administration within the construction industry.</p>	A/I
Skills and competencies			
<p>Ability to apply an analytical and solution-based approach to energy performance.</p> <p>Ability to develop and influence others, effectively expressing views using appropriate means depending upon the audience.</p> <p>Excellent numerical, analytical and data skills.</p> <p>Persistence in applying a methodical approach to problem solving and root cause analysis.</p> <p>Confident in reporting and presenting to internal and external stakeholders.</p> <p>Proficient in the use of a wide range of Microsoft Office 365 applications including Word, Excel and Outlook.</p> <p>Successful achievement and personal commitment to delivering excellent services to customers.</p>		<p>Advanced skills in Microsoft Office and MS Projects</p>	A/I

<p>Proven record of excellent people skills, including good communication and interpersonal skills.</p> <p>Is an effective advocate for the service both internally and externally.</p> <p>Maintains a professional demeanour in stressful and difficult situations.</p> <p>Good negotiation and communication skills and able to persuade others to adopt an alternative point of view.</p> <p>Ability to work independently and to take initiative.</p>		
Physical, mental, emotional and environmental demands		
<p>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 scaffolding and operate in poorly lit buildings.</p> <p>Need to maintain general awareness, with lengthy periods of enhanced concentration.</p> <p>Regular contact with public/clients in dispute/negotiation with the County Council</p>		A/I
Motivation		
<p>A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.</p> <p>Dependable, reliable and keeps good time.</p> <p>Models and encourages high standards of honesty, integrity, openness and respect for others.</p> <p>Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued.</p> <p>Proactive and achievement orientated.</p> <p>Works with little direct supervision.</p>		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