

Northumberland County Council  
JOB DESCRIPTION

Post Title: Warmer Homes Contract Manager	Director/Service/Sector: Climate Change, Business Intelligence and Performance	Office Use
Band: 9	Workplace: County Hall, Morpeth	JE ref: 4292 HRMS ref:
Responsible to: Warmer Homes Programme Manager	Date: May 2023	Manager Level:

Job Purpose: The Warmer Homes Contract Manager will lead a team of specialist Retrofit Staff.

The Warmer Homes Contract Manager will provide advisory, management and, where qualified, coordination to the Retrofit Coordinators and Retrofit Designers who will be managing and coordinating domestic retrofit projects within Northumberland, in accordance with PAS2035:2019. Managing and supporting the development of domestic retrofit projects, sustainability and/or social value strategies on individual projects and ensuring their delivery by the project team.

Lead multidisciplinary teams to deliver on highly complex projects (to include Retrofit Coordinators, Retrofit Designers, Retrofit Assessors, and other building experts I.e structural engineers) who collaborate across functions to progress project initiatives. Support with the development of team members; coaching and fostering an inspired, inquisitive, and motivated workforce. Manage and coordinate training and induction programmes. Setting the scene for our in-house retrofit team to ensure they are working to the clients wishes, by providing mentoring and technical guidance. This role will ensure there is up-to date research and information to enable better informed decision-making by Northumberland County Council related to housing retrofit.

The primary objective of this role will be to provide expert advice and guidance, and to develop and deliver; Retrofit projects, policies and programmes collaborating with internal and external stakeholders to provide alignment against organisational and national direction.

Resources	Staff	A retrofit team consisting of Retrofit Coordinators, Retrofit Assessors, and Retrofit Designer. Based in Morpeth but frequently working across all areas of Northumberland (Retrofit Assessors to report to 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. Management of capital allocation for renewable projects (Circa £5m).
	Physical	Maintains significant corporate databases that hold sensitive information across multiple organisations. . 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. Senior Managers, Operational Managers, Directors and Elected Members as well as external clients and members of the public Key links with North East Local Enterprise Partnership, North of Tyne Combined Authority, Borderlands and arm's length organisations.

Duties and key result areas:

1. Lead and manage a team of professionals providing direction, technical guidance and coordination of workloads, support and guidance dealing with recruitment, motivation, training, welfare, performance management and discipline issues as appropriate.
2. Will have overall responsibility for this team and will be responsible for the policies and processes within the Retrofit Team.
3. Work in collaboration with local, regional and national partners to influence, shape and secure housing retrofit resources and develop strategic policy propositions and interventions.
4. Manage and instigate a range of complex projects, including planning and developing sustainable options as required by the stakeholder organisations and ensure timescales and outcomes are delivered.
5. Manage a multiple number of these projects at the same time, some cases lasting over 12 months, and involving the interpretation of highly complex and varied sources of quantitative and qualitative information. Each project is expected to carry a high level of financial and/or business risk to the stakeholder organisation and will require active management to meet tight deadlines.

6. As a senior position with the team, post holder is expected, with little guidance, to work across a broad area of activity and translate skills and expertise to different and new areas or activity.
7. Take the lead and Manage projects, typically (but not exclusively) involving the development and implementation of business processes for the retrofit projects, acquiring and utilising the necessary resources and skills, to ensure the project is delivered within time, quality and budget constraints.
8. Lead, Advise, and guide any area associated with the Retrofit projects, activities include, planning, procurement, CDM 2015, service provision, service delivery, across a wide range of strategic business issues.
9. Carry out methodical investigation, analysis and review to develop business cases in support of the ongoing development of the Retrofit programmes and the housing aspects of Northumberland County Councils emerging Climate Change Action Plan.
10. To mentor and provide guidance to the Retrofit Coordinators.
11. Have the ability and confidence to offer a critical perspective and provide appropriate challenge to colleagues and other stakeholders where necessary.
12. Have overall responsibility on the management and coordination of domestic retrofit projects within Northumberland from inception to completion to ensure compliance with PAS2035:2019.
13. Liaise with building owners, Retrofit Assessors, Retrofit Designers and Retrofit Installers in order to ensure effective end-to-end project management.
14. Consult with building owners, delivery partners and internal retrofit team to develop the best plan and measures for every dwelling in line with scheme guidance.
15. 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.
16. 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.
17. Ensure that designs comply with PAS2035:2019 and provide advice to relevant stakeholders prior to commencement of work.
18. 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.
19. 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.
20. Keep abreast of amendments and updates to all relevant legislative and best practice guidance.
21. 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.
22. 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.
23. Day to day performance management and supervision of a team of FTEs, external contractors and temporary staff to ensure the forecast outcomes of the work programme are consistently delivered within agreed timescales
24. Managing complaints/escalation processes.
25. To assist in the recruitment and selection of the team members.
26. 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.
27. 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.
28. 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.
29. Actively promote and represent the interests of the Council in relation to service activities and policies at local, regional and national level, as appropriate.
30. Attend and contribute to relevant committees, meetings and seminars and participate in task groups as required.
31. 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.

32. Support other service Managers to inform future investment programmes and ensuring effective preparation of Northumberland County Council Retrofit programmes to maintain properties to an agreed standard and within agreed funding levels.
33. Contribute to the development of related policies, procedures and initiatives ensuring they meet the organisation's vision and objectives, preparing and presenting reports as required.
34. Ensure that all communications relevant to your service are up to date and accurate and continually review their effectiveness.
35. Ensure compliance with organisational requirements for Data Protection, Risk Management, Safeguarding, Health and Safety and other legal and statutory requirements along with best practice and general duty of care.
36. In all aspects of the organisation's work, promote effective communications, excellence in customer service, personal accountability and a focus on continuous improvement.
37. Be responsible for the security and management of Council assets relevant to the post.
38. Carry out any other duties that are commensurate with the general level of responsibility of the post.

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: Senior Retrofit Coordinator	Director/Service/Sector: Housing & Public Protection	Ref:
Essential	Desirable	Assess by
<b>Qualifications and Knowledge</b>		
<p>First degree or equivalent in a Built Environment or Management Subject. Working knowledge of DEA/OCDEA/SAP calculations. Working knowledge of building principles, 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.</p>	<p>Hold professional membership of CIOB, CIAT, CARE, AABC, RIBA RICS or RIAS. Hold Level 3 or 4 Retrofit Assessor qualification Evidence of recent and relevant management training. Understand the diverse functions of a large complex public sector organisation and the relevant professional issues. Hold a Level 5 Diploma in Retrofit Coordination and Risk Management. Hold a NOCN-C Skills Awards Level 3 Award in Energy Efficiency Measures for Older and Traditional Buildings. Hold a Level 3 in Domestic Energy Assessment.</p>	A/I
<b>Experience</b>		
<p>Experience of working as a building professional within the private or social housing sector.3 Years minimum experience in carrying out retrofit works in domestic settings. Experience of a recognised domestic energy model, for example, RDSAP, SAP or PHPP. Good financial awareness and experience of budgeting and financial procedures. 3 Years minimum experience in managing projects and performance to successfully achieve outputs and objectives. Experience of managing high value complex projects with multiple stakeholders or at a regional level. Experience of leading or supporting change management within the field of energy efficiency. Experience of working in challenging complex environments. Experience of building surveying including identify defects and proposing reliable solutions. Experience in developing and maintaining excellent collaborative relationships with all relevant internal and external stakeholders.</p>	<p>Sustainability and energy efficiency industry experience Supervising staff and their productivity. Experience of all aspects of Contract Management and Contract Administration within the construction industry. Experience of working in a multi-disciplinary environment.</p>	A/I
<b>Skills and competencies</b>		
<p>Ability to apply an analytical and solution-based approach to energy performance. Ability to develop, influence and negotiate with others, effectively expressing views using appropriate means depending upon the audience. Ability to lead by example and drive team delivery by robust performance management, sharing of knowledge and role modelling effective behaviours. Exercises judgement in complex situations, making judgements as an “expert in field”.</p>	<p>Advanced skills in Microsoft Office and MS Projects</p>	A/I

<p>Provide and receive complex, sensitive and sometimes contentious information, and be able to present this type of information to project teams to aid decision making.</p> <p>High level of written, presentation and interpersonal communication skills, with the ability to tailor and deliver often complex information to a range of audiences.</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>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>Ability to work independently and to take initiative.</p>		
Physical, mental, emotional and environmental demands		
<p>Occasional unsocial hours and travel requirements.</p> <p>Prolonged periods of enhanced concentration i.e. data analysis and specification evaluations across a wide range of strategic business areas.</p> <p>Able to prioritise and regularly meet challenging and often conflicting deadlines.</p> <p>Work under pressure within a consistently changing environment.</p> <p>Actively participate and lead change management by example.</p> <p>Able to relate to people at all levels in the various stakeholder organisation.</p> <p>Regular contact with public/clients and suppliers in dispute/negotiation with the County Council.</p> <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>		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>Proactive and achievement orientated.</p> <p>Works with little direct supervision.</p> <p>Promotes equal opportunities and diversity in all aspects of work.</p> <p>Works collaboratively to achieve team spirit.</p> <p>Adapts to change by adopting a flexible and cooperative attitude.</p> <p>A commitment to providing a quality service.</p>		A/I
Other		

<p>Able to meet the transport requirements of the post.  The ability, personality and conduct which demonstrates credibility, and trust that engages confidence to colleagues, arm's length organisations and external partners  Ability to calm, empathise and negotiate with colleagues, staff and external suppliers/providers to the stakeholder organisations</p>		A/I
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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