

Northumberland County Council
JOB DESCRIPTION

Post Title: Retrofit Assessor		Director/Service/Sector: Warmer Homes Team, Climate Change		Office Use	
Band: 7		Workplace: County Hall			JE ref: 4081
Responsible to: Contract Manager		Date: July 2025		Manager Level:	
Job Purpose: To carry out whole-dwelling assessments to establish suitability for retrofit improvement projects within Northumberland, in accordance with PAS2035:2023					
Resources	Staff	Postholder will have no line management responsibilities however there will be training of Warmer Homes Team members and external departments and organisation of staff workloads. There may be onsite supervision of specialist contractors and council trade operatives.			
	Finance	Contributing to the efficient and effective running of the Council's domestic retrofit programme, projects and service review team responsible for significant budgets >£7m.			
	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. Carry out whole-dwelling assessments within Northumberland, in accordance with PAS2035:2023 (or future standards) and identify risks and remediation work, establish suitability for improvement and provide information about the dwelling for use by the appointed Retrofit Coordinator and Retrofit Designer. 2. Identify the location and severity of any existing construction or structural defects, leaks, condensation and/or mould growth in the dwelling, review existing ventilation including type of unit, size, and functional testing of ventilation standard, site constraints, air permeability and complete an occupancy appraisal, where appropriate, liaising with Building Surveyors and/or Structural Engineers when required. This might require the use of test equipment or invasive assessments including borescoping and guidance for assessment of traditional buildings should be followed. 3. Where appropriate to determine RDSAP or SAP ratings for a dwelling, carry out the appropriate survey to establish the required dimensions of the dwelling, identification of existing building services including energy efficiency measures already installed and a detailed appraisal of the dwellings construction to establish thermal transmittances and moisture properties of the main elements appraising the suitability of the dwelling for improvement. 4. Where the dwelling to be assessed is of traditional construction, a protected building or forms part of a protected building, carry out an assessment of significance in accordance with BS7913. 5. Use a recognised domestic energy model and data collected to estimate annual fuel use, fuel costs and carbon dioxide emissions the dwelling/s. 6. Liaise with the relevant officers to identify any constraints imposed by the authority, for example, planning permission, Conservation Area constraints, Article 4 constraints, Tree Preservation orders, Listings as of Special Architectural or Historic Interest. 7. Produce reports to allow the Retrofit Designer to prepare designs in accordance with clause 9 of PAS2035:2023 (or future standards) detailing the findings from the whole-dwelling assessments, including ventilation assessments, RDSAP, SAP or PHPP data files, photographs and any recorded defects to include lodging the report with the TrustMark "data warehouse" when required. 8. Liaise with building owners, Retrofit Coordinators, Retrofit Designers, Retrofit Installers and Building Surveyors, where appropriate, to support the delivery of domestic retrofit projects within Northumberland. 9. Write associated reports or briefing notes relevant to energy efficiency within housing and deliver the presentation of results as required. 10. Assist in the development of relevant Northumberland County Council policies to ensure the thermal performance of Housing stock and opportunities for improvement are considered in all areas. 11. Keep abreast of amendments and updates to all relevant legislative and best practice guidance. 					

12. Develop and provide training for relevant stakeholders, both internal and external, to raise awareness of energy efficiency measures and ways to reduce carbon emissions within housing. Technical training and expertise will be provided to Retrofit Advisers within the Warmer Homes Team and as required to share detailed knowledge of the dwelling calculations, calculated EPR and any remediation requirements and information on why this is required.
13. Partial supervision of a graduate position including site visits for 'snagging inspections' and training to ensure sufficient knowledge for site visits including health and safety documents.
14. 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 KPIs as and when required. This will involve a weekly operations meeting with Warmer Homes Team management and engagement with managing agents as required in organised weekly meetings.
15. Contribute to the long-term (3 years) project plan and ensuring relevant project KPI's relevant to the role are reasonable with manageable work allocation.
16. 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.
17. Ensure risk assessments are reviewed and revised throughout the project to ensure safety of anyone subject to risk assessment.
18. Organise own workload to ensure project KPIs are achieved. Assist in the organising of workload of others (graduate placement and project support officer).
19. Organise visits to project properties with residents for assessment, offering information on the retrofit process in a clear and concise manner.
20. Identifying vulnerable applicants to case officers if not already identified.
21. Snagging and inspections of properties throughout and post the installation process, identifying any apparent unresolved issues and unfinished works. Where possible ensuring the applicant/tenant completes a satisfaction survey.
22. Identifying positive experiences from applicants that have received retrofit works.
23. Actively promote and represent the interests of the Council in relation to service activities and policies at local, regional and national level, as appropriate.
24. Attend and contribute to relevant committees, meetings and seminars and participate in task groups as required.
25. 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 as well as physical site work with need to stand, walk, lift and work at height on scaffolding and/or climb ladders on multiple sites a day.
Transport requirements:	Will involve daily travel to external appointments, work sites, area offices, meetings and other venues throughout the County and further afield on occasions. Requires ability to drive.
Working patterns:	Normal office hours but flexi-hours may apply if colleagues provide cover. Possible attendance at evening meetings and earlier or later property inspections to accommodate some tenants and leaseholders.
Working conditions:	Office based with frequent site visits including visits to building sites and both occupied and unoccupied domestic properties Mainly mobile working traveling to different areas visiting occupied and unoccupied dwellings, building sites and working at height with some office-based activities. Very high exposure to disagreeable and unpleasant working conditions. Agile working and working from home will be expected within this role. Very high exposure to people related behaviours (disagreeable/unpleasant) including forms of verbal abuse and aggression.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Retrofit Assessor		Director/Service/Sector: Warmer Homes Team, Climate Change	Ref: 4081	
Essential	Desirable		Assess by	
Qualifications and Knowledge				
<ul style="list-style-type: none"> • Hold, or working towards a Level 4 Award in Domestic Retrofit Assessment (to be completed within 3 months of appointment) • Hold, or working towards a Level 3 Diploma in Domestic Energy Assessment (to be completed within 3 months of appointment) • Hold or working towards an ABBE Level 3 Award in Energy Efficiency for Older and Traditional Buildings. • Hold or working towards a Level 1 Air tightness testing and background ventilation testing. • Hold or working towards an Astutis approved training certificate in Astutis CDM 2015 in Practice. • Certification of training in 'Working at Height' and 'Asbestos Awareness'. • A significant understanding of building principles and service systems including different available ventilation systems, heat pumps and solar PV. • A significant understanding on the physics of internal air quality within the building fabric and ability to diagnose issues and remediation. • A good understanding of building regulations and building standards. • A good understanding of PAS 2035 documents. • 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. • Actively undertaking and evidence of Continued Professional Development (CPD) and willingness to learn new techniques and continue to attend training courses as and when required/directed. • Awareness and understanding of Regulatory Standards, for example Decent Homes, The Home Standard, The Social Housing White Paper, Housing Health and Safety Rating System (HHSRS). 		<ul style="list-style-type: none"> • Level 5 Diploma in Retrofit Coordination and Risk Management. • Understand the diverse functions of a large complex public sector organisation and the relevant professional issues. • Level 3 Award in domestic retrofit advice • Level 2 Award in 'Introduction to Domestic Renewable Low Carbon Technologies • Awareness of funding frameworks and policy for Local Grant: Social Housing Fund, ECO4 and GBIS 		A/I
Experience				
<ul style="list-style-type: none"> • Experience of a recognised domestic energy model, for example, RDSAP, SAP or PHPP • Good financial awareness and experience of budgeting and financial procedure 		<ul style="list-style-type: none"> • Sustainability and energy efficiency industry experience • Experience of working as a building professional within both the private and social housing sector. • Experience in carrying our retrofit works in domestic settings. 		A/I

<ul style="list-style-type: none"> • Experience of building surveying including identify defects and proposing reliable solutions. • Experience working with older and traditional buildings. • Significant experience in developing and maintaining excellent collaborative relationships with all relevant internal and external stakeholders. • Competence in using Microsoft Office, word processing, spreadsheets and database systems • An active desire to provide effective customer-centered services. 	<ul style="list-style-type: none"> • Experience working on a grant funded project. 	
Skills and competencies		
<ul style="list-style-type: none"> • Ability to apply an analytical and solution-based approach to energy performance. • Excellent analytical, reasoning and planning skills. • Strong ability to develop and influence others, effectively expressing views using appropriate means depending upon the audience. • Good numerical, analytical and data skills. • Persistence in applying a methodical approach to problem solving and root cause analysis. • Strong ability to transfer knowledge in easily understood communication methods and an ability to train others within knowledge base. • Confident in reporting and presenting to internal and external stakeholders. • Skilled 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. • Excellent negotiation and communication skills and able to persuade others to adopt an alternative point of view. • Ability to work independently and to take initiative. 	<ul style="list-style-type: none"> • Advanced skills in Microsoft Office and MS Projects 	A/I
Physical, mental, emotional and environmental demands		
<ul style="list-style-type: none"> • Ability to travel to several sites each day and carry out retrofit assessments as an ongoing process • Must be able to work outside in all weather conditions. • Must be able to transport and carry a Retrofit Assessor's telescopic ladder and other surveying equipment at the same time from a vehicle to a property and carry the ladder upstairs to fully access loft spaces to identify defects. • Needs to work from a seated position with the need to walk, bend or carry and use the Council's equipment such as steps, ladders and diagnostic equipment. 		A/I

<ul style="list-style-type: none"> • Needs to be able to physically access areas within the housing stock to enable visual inspections for example access loft spaces and scaffolding to create whole house assessments. • 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. • Need to maintain general awareness, with lengthy periods of enhanced concentration. • Regular contact with public/clients in dispute/negotiation with the County Council. • Ability to remain poised under all circumstances and to interact effectively with people in a positive manner that engenders confidence and trust. • Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff. • Frequent exposure to working outdoors including visiting building sites, unoccupied/occupied properties, working at height, ladders and confined spaces. • Visits to poorly lit and empty buildings. • Frequent contact with vulnerable/potentially distressed public/clients looking for grant-based support requiring empathetic and sensitive approach and understanding of risk assessments to ensure personal safety. • Need to maintain Asbestos Awareness on site where asbestos containing materials may be present. • Ability to reason logically and make sound decisions considering alternative and diverse perspectives. 		
Motivation		
<ul style="list-style-type: none"> • A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. • Enthusiasm regarding climate targets and achieving the best for NCC residents. • 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. • Open and enquiring mind, interest in new techniques. • Able to manage changing priorities 		A/I
Other		
<ul style="list-style-type: none"> • Able to meet the transport requirements of the post. • The post is subject to an enhanced DBS disclosure to carry out home visits • Holds a current, valid driving licence • Understand the need for discretion and confidentiality. 		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