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Retrofit Coordinator Job Description

Salary: £40,000

Status: Full time *

Benefits: 4% pension, 25 days annual leave

Length of contract: 8 months fixed term August 2024 to March 2025, with potential for extension dependent on funding.

Schedule/ hours: 37.5 Hours per week. Provision for flexible working. Some evening or weekend work required. *

Work Location: You will have an office base at The Forum@Greenwich (Selce) or Blue Star House Lambeth (Repowering London) with provision for flexible work from home. You will be expected to work from the office base at least one day per week.

*Please also contact us if freelance work or flexible hours are preferred

To Apply

Please initially email us your cv, and contact details, and position applied for.

You will next be asked to complete a more detailed application form.

Please send your CV and details to James Bennett: james@selce.org.uk

About Selce and Repowering London

[South East London Community Energy](#) (Selce) and [Repowering London](#) are award-winning community energy organisations. We both specialise in co-creating and delivering community-led energy and renewable projects. We are different to ordinary businesses as we are Community Benefit Societies, a type of co-operative social enterprise. We put people at the heart of everything we do and care about the communities we work with and each other. This is reflected in what we do and how we work.

We exist to ensure our communities can benefit from and participate in the development of the energy systems of the future. We are excited to partner together for the first time to deliver a new and innovative programme of community-led domestic retrofit.

About the Future Fit Homes project

Selce and Repowering London are partnering to deliver an innovative approach to domestic retrofit that will insulate homes, alleviate fuel poverty and play a leading role in responding to the climate emergency. We will implement a community-led approach to address one of the great engineering challenges of our time – improving the energy efficiency of the UK's housing stock. Solving this challenge will address fuel poverty and climate change.

Our aim is to make retrofit easy to understand and access. We will provide a holistic retrofit coordination service that can be tailored to meet the needs of all households and residents. We will put people and residents at the heart of the process by taking a neighbourhood approach. To begin with, we will be working in four geographical London communities: Greenwich, Lewisham, Lambeth and Newham.

South East London Community Energy, The Forum@Greenwich, Trafalgar Road, London, SE10 9EQ, info@selce.org.uk, 02045665764, www.selce.org.uk

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We do not work alone. Both Selce and Repowering London are part of a quiet but growing community energy powered revolution that has been building across the UK over the last decade. This project is only the start; our long-term ambition is to develop an ongoing service across London that can also be replicated by community energy groups across the country. Join us for the start of this retrofit revolution! We have a number of new roles to help us deliver this ambition – we look forward to hearing what you can offer and how you can play a leading role.

About this role – Retrofit coordinator Future Fit Homes

This is an exciting opportunity for a community-minded qualified Retrofit Coordinator who cares about tackling energy-related issues locally and leading in work towards a more inclusive and sustainable future.

As Retrofit Coordinator, you will work alongside a diverse and supportive team to deliver the aims and objectives of this project. Your work will be locally based in Greenwich, Lewisham, Lambeth or Newham. You will work closely with a locally based Outreach Officer and Retrofit Assessor to support households and residents through the retrofit process, and you will participate in community engagement events to promote the concept and benefits of retrofit. You will be an excellent communicator and be able to work with a diverse range of stakeholders, and act on behalf of the household to ensure the whole retrofit process is as smooth as possible and compliant with PAS 2035. You will be experienced at working in the PAS 2035 framework, communicating with contractors and installers to ensure the best outcomes. You will be excited to be at the forefront of this project, and comfortable being crucial to the success of this project.

The project aims are to bring retrofit into the public eye, on a neighbourhood and borough-wide level. Focussing on a neighbourhood approach to street by street and block by block retrofit. Addressing the challenges of the need to decarbonise the UK housing stock, and provide warm, healthy homes, and alleviate fuel poverty.

Job description

Reporting to: Project Lead and CEO (SELCE – Greenwich and Lewisham)

Project Lead and Low Carbon Development Manager (Repowering London – Lambeth and Newham)

Your Role

- The Retrofit Coordinator will carry out domestic Whole House Retrofit plans using data supplied by the Retrofit Assessor, within the PAS 2035 framework, and be part of a retrofit advice team.
- You will oversee the delivery of the retrofit process from start to finish, working closely with assessors, designers, installers and evaluator, in accordance with PAS 2035 guidelines.
- Produce options appraisals and whole house retrofit plans to PAS 2035 protocols for energy efficiency retrofit of domestic buildings, with a fabric first approach.
- Ensure relevant assessments and reporting are provided by the Retrofit Assessor.
- Produce relevant Whole House Retrofit Plan reports (WHPR) – also known as a medium-term improvement plan.
- Engage with funding options and client specific pathway; Able to pay, or funded via ECO4, ECOflex, BGIS, BUS, LAD or relevant government schemes.
- Use Elmhurst (or ECMK PAS Hub CoreLogic) Retrofit software, and lodging with TrustMark.
- Liaise with contractors, installers and suppliers via Elmhurst/ ECMK TrustMark database.

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- Manage live projects in various stages of the survey and retrofit process.
- Create the project Design Brief and ensure all those involved in the design journey adhere to its directives and principles.
- Oversee and arrange for detailed Retrofit Designer input as required.
- Have a proactive input into the development of a tailored CRM client data recording and management system to support the smooth roll out of the project at scale.
- Provide specialist advice on energy efficiency and renewable energy measures to householders, as part of the outreach team.
- Maintain accurate and detailed records of all interactions with clients and contribute to evaluation and research.

Other duties

- Give talks and presentations and participate in the delivery of training and outreach activity as required.
- Attend outreach events and provide Energy advice information to clients and at public events.
- To undergo training and development in line with the needs of the business and be an active Manager within the organization.
- To assist with other duties within the scope and nature of position. Contribute as part of the delivery team. Provide administrative support to the delivery of projects, with some flexibility of tasks involved as the project progresses.

Skills

Essential

- Knowledge of the Retrofit process and the roles of all stakeholders as identified within PAS 2035.
- Understanding of the retrofit construction industry and the processes involved.
- Knowledge of the Energy Company Obligation Scheme.
- Experience of working with contractors and installers through all stages from project inception to onsite monitoring, handover and defects.
- Experience of energy assessment tools and models: SAP (full version), or PHPP software, and at least one of the agreed POE post occupancy evaluation assessment tools.
- Experience of use of spreadsheets for data input and management and ability to check for errors.
- Understanding of building physics, including the thermal and moisture performance of different materials and construction assemblies.
- Understanding of building services including the different heating and ventilation systems available, how they operate and how they are controlled.
- Understanding of the whole house and fabric first approaches to domestic retrofit.
- Understanding and experience within the construction sector.
- Knowledge of regulatory framework: Building regulations, Planning consent and Listed building consent.
- A strong communicator with the ability to tailor your approach to each individual.
- Risk awareness: you will be required to follow appropriate health and safety procedures as part of this work to protect you and the householders.
- Attention to detail: collecting and collating data accurately.
- Able to provide Feedback on the method and tools and issues raised by householders.
- Be self-motivated and able to prioritize and work independently as well as part of the team.

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Desirable

- Competence in CRM software eg. Salesforce, Air Table.

Qualifications/ Experience

Essential

- Retrofit Coordinator PAS 2035 qualification- or equivalent.
- Level 5 diploma in Retrofit Coordination and Risk Management. (eg Retrofit Academy) / Retrofit Coordinator (eg Elmhurst energy).
- Level 3 Energy Efficiency in older and traditional buildings award.
- 12-18 months experience in delivering Retrofit Coordinator Services to clients.
- Experience of customer-facing roles, including working with private households and owner-occupier clients.
- Reporting skills using excel and word processing.

Desirable

- Retrofit Assessor, Domestic Energy Assessor DEA qualification.
- Accredited, ideally with Elmhurst , or ECMK and familiar with their software. Membership of a Trustmark Approved scheme. Knowledge and experience using ECO-0SURV platform.
- Qualification in built environment discipline (building surveying, architecture or architectural technology, engineering, historic buildings), or equivalent demonstrable experience in industry.
- Level 3 Award in Energy Efficiency for older or traditional buildings (PAS 2035).
- Construction Design Management (CDM) experience.
- Post Occupancy Evaluation, and Energy monitoring skills.
- Knowledge of other energy assessment tools: PHPP, BREDEM, rdSAP.
- Experience of retrofit of multiple dwellings eg blocks of flats.

Repowering London and Selce are equal opportunity employers. We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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