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# **Job Description: Retrofit Project Officer**

# Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation’s values and deliver our corporate objectives.

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| **Job Description** |
| **Job title:** |  **Retrofit Project Officer** |
| **Service:** |  Housing Operations |
| **Team:** |  Property Services |
| **Location:** | The Burys, Godalming, Surrey, GU7 1HR |
| **Reporting to:** | Planned Works Manager |
| **Responsible for:** | N/A |
| **Our Organisational Values**  |
| **Collaboration**A black background with a black square  Description automatically generated with medium confidence | We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others. |
| A black background with a black square  Description automatically generated with medium confidence**Wellbeing** | We look after our own and other’s wellbeing. We know it’s okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have. |
| **Trusted**A black background with a black square  Description automatically generated with medium confidence | We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership. |
| **Value for Money**A black background with a black square  Description automatically generated with medium confidence | We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes. |
| **Professionalism**A black background with a black square  Description automatically generated with medium confidence | We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve. |

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| Principal purpose of the role |
| * To deliver grant funded and HRA funded capital works programmes to improve the performance and quality of our council-owned homes; and to take responsibility for delivery of the Warm Homes: Social Housing Fund programme.
* To support the Housing Operations team to decarbonise and improve the energy efficiency of our council-owned homes through retrofit solutions.
* To support the monitoring of the performance of our homes and to use data gathered and other sources of information to provide informed advice on improvements to our council-owned homes.
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| Main duties and accountabilities |
| **Operational*** To attend and contribute to external and internal meetings as appropriate to support service improvement in Housing Operations.
* Provide technical advice and support on low carbon buildings, fabric-first approach and whole-house approach to retrofit to Housing Operations colleagues to advise on the feasibility of energy efficiency measures.
* To deliver domestic energy efficiency projects including project monitoring and reporting, site visits and liaison with contractors and residents, and to take responsibility for key programmes of delivery. In particular the delivery of the grant funded Warm Homes: Social Housing Fund project.
* Act as contract administrator for retrofit programmes including the Warm Homes: Social Housing Fund project and ensure that qualifying works are completed to satisfactory standards within the agreed timescales, within budget and to the expected quality standards.
* To supervise external consultants and contractors who are delivering retrofit programmes.
* Liaise with internal colleagues, tenants, leaseholders and residents to ensure the needs of our residents are considered and appropriate, ensuring reasonable measures are taken to enable retrofit programmes to be successfully delivered.
* Monitor and inspect the standards of work carried out on site, reviewing contractor’s performance and resident satisfaction to ensure the expected standards are achieved.
* Chair both pre-site contract meetings and regular operational delivery meetings, recording minutes appropriately and ensuring that performance, quality, time and value for money are being achieved.
* Identify and manage project risks and escalate these via the most appropriate channels where required, including with colleagues, management and with the funder.
* Challenge poor performance and develop remedial action plans to safeguard the Council and its residents where performance is failing, escalating issues and concerns to your line manager in a timely manner.
* Provide regular project reporting against project KPIs which will feed into funder reporting as well as officer, management, senior management and council reports.
* As as the council’s main point of contact with the grant funder and liaise with them on all areas of project reporting and relationship management, in accordance with the Warm Homes: Social Housing Fund.
* Manage multi-million pound programme budgets and provide regular reporting including escalating any issues at the earliest availability to your line manager.
* To support managing data gathered to assess areas for improving the quality of our social homes, particularly areas related to energy efficiency improvements.
* Work in partnership with contractors, Members and officers from Housing to ensure a holistic approach to service delivery.
* To undertake any other duties required as appropriate with the role level.

**Financial*** To raise orders against budgets, for approval by the budget holder.
* To manage a budget of £1m+.

**Customer Service*** Equality and Diversity – Actively promote the Council’s Equality and Diversity policy in all aspects of your duties
* Safeguarding – Adhere to effective safeguarding practices for vulnerable adults and children in accordance with the Councils policies, guidance and protocol
* Dignity and Respect – Treat all colleagues with dignity and respect whilst at work so that they are able to and encouraged to meet their full potential by working in a non- threatening environment free of harassment and/or bullying.
* Data Protection - Ensure that the principle of confidentiality and the Data Protection Act requirement are fully applied to your service area's work.
* Information Sharing - Work in line with the relevant protocols and service level agreements to enable the effective sharing of information between agencies.

**Business Continuity** * Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.
* **Health and Safety**
* Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required
* Asbestos – Have an understanding of the Control of Asbestos Regulations 2012; ensure that the Council’s asbestos policies and procedures are adhered to.
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| Dimensions of the role |
| * Work across the Housing Service with officers at various levels including Strategic Directors, Assistant Directors, managers, team leaders, contractors and elected members.
* Support the improvement of some of our worst performing homes through energy efficiency works.
* Take responsibility for the delivery of the Warm Homes: Social Housing Fund.
* Manage a budget of £1m+.
* Have a technical knowledge of buildings and retrofit to support colleagues to make informed decisions and to deliver energy efficiency projects to improve council-owned homes.
* Good project management including managing budget, programme and quality to ensure large-scale capital works programmes deliver high resident satisfaction and achieve KPIs.
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| Areas of Accountability/Problem Solving – Decision Making / Scope for Impact |
| * The postholder will be in a position to provide senior staff with an essential insight into day-to-day operations and asset data within the Housing service, which can be used to inform key business decisions that in turn can drive improvement in service provision and performance of our council-owned homes.
* Particular focus on energy efficiency including retrofit and decarbonisation.
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| Planning/Organising/Controlling |
| * Work with flexibility and collarboatively across the Housing Service to deliver projects to a high standard.
* Manage time effectively and efficiently and prioritise workload in relation to deadlines.
* Delivering projects within specified timescales.
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| Customers and Contacts |
| Internal* All staff and Members within the Council.
* Liaise directly with Strategic Asset Management Team who are working on energy efficiency projects and Housing Operations Team officers who are working on retrofit projects.

External* Tenants, leaseholders, tenant representative groups, contractors, suppliers, utility suppliers and other supporting agencies.
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| Service/Team Structure |
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**PERSON SPECIFICATION**

**Candidates must be able to demonstrate, giving examples, all essential criteria marked as A, A/C or A/I within their application form to be shortlisted for this role.**

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|  | Person Specification |
|  | Essential criteria | How Assessed | Desirable criteria | How Assessed |
| Qualifications/ Education / Training / Experience | Built environment degree or equivalent professional qualification / experience (equivalent qualification / experience might include relevant work experience in construction project management and contract administration). | **A/C** | Professional qualification is project management or contract administration.Retrofit Coordinator qualification or retrofit training. | **A/C****A/C** |
| Demonstrable work experience of delivering retrofit and/or energy efficiency building projects. Experience should include a technical understanding of fabric-first approach, whole-house approach and low carbon buildings. | **A/I** | Experience in delivering grant funded projects. | **A/I** |
| Demonstrable experience in cost management and programme management of large scale capital works projects.  | **A/I****A/I** | Local government experience and / or working in social housing. | **A/I** |
| **Knowledge /**Technical Skills | Excellent IT skills including Microsoft Office programmes (Word, Excel, Outlook), Sharepoint and email. | **A/I** | Experience of working within the built environment, particularly social housing. | **A/I** |
| Experience in data management and analysis. | **A/I** | Experience of working with tenants and leaseholders and knowledge of leaseholder legislation. | **A/I** |
| Demonstrate an understanding of the Publicly Available Specification (PAS) 2030/35 assessment and accreditation.Detailed knowledge of standard forms of building contracts and their application.Good understanding of Construction Health and Safety Regulations 2015 (CDM 2015) and their application.Technical knowledge of construction details in domestic dwellings including flats and houses. | **A/I****A/I****A/I****A/I** | Awareness of SafeguardingUnderstanding of Housing Operations in a Local Authority.Commitment to continuously improving knowledge in delivering technical advice for, project and contract management of retrofit projects. | **A/I****A/I****A/I** |
| Communication | High levels of written and verbal skills. | **I** |  |  |
| Ability to exchange information and positively interact with colleagues at different levels in the organisation. | **I** |  |  |
| Consults others to inform work on service improvement, and keeps relevant stakeholders informed.Ability to influence and appropriately choose the right style of communication to fit the audience. | **I****I** |  |  |
| Customer Service | Understanding of and commitment to promoting equality and diversity in service delivery and employment. | **I** |  |  |
| Ability to respond to telephone calls and emails effectively and respond promptly to messages. | **I** |  |  |
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| Team Working | Ability to work collaboratively with other team members and external stakeholders where required. | **I** |  |  |
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| Managing self and others | Ability to manage own work to time and quality standards. | **I** |  |  |
| Acts with integrity. | **I** |  |  |
| The ability to proactively seek out opportunities for personal learning and development. | **I** |  |  |
| Can do approach / Achieving results | Is willing to learn and develop all the desirable job criteria. | **I** |  |  |
| A positive and proactive attitude towards problem solving. | **I** |  |  |
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| ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST\* | For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. | **A** |  |  |
| Full and valid driving licence. | **A** |  |  |
| Attends site inspections as required in the role and in accordance with the Business Travel Policy. | **A/I** |  |  |

\* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

**How assesed:**

A = Application CV/Personal Statement

C = Certificates/professional Registration

D = DBS police check

E = Exercise

I = Interview

M = Medical assessment

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| For Official Use only |
| **Job title:** | Retrofit Project Officer | **Post no:** |  |
| **Service:** | Housing Operations | **JE score:** |  |
| **Team:** | Property Services | **Pay band:** |  Band 6 |
| **Location:** | The BurysGodalming, Surrey GU7 1HR | **Position type:**(if part time, working pattern) | Full time37 Hours/ Five day week |
| **Competencies:****(level 1 – 4)** | **Communication:** | **4** |  |
| **Customer Service:** | **3** |
| **Team Working:** | **3** |
| **Managing Self and Others:** | **3** |
| **Can do approach/Results:** | **4** |

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| Reviewed By: |  | Date: |  |
| Checked in: | HR  | Date: |  |
| Last Updated: | Add date | Date: |  |