

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.**Post Title:** Retrofit and Engagement Coordinator**Unit/Team:** Asset Maintenance**Grade:** C**Service:** Communities and Homes**Reports to:** Project Manager, Asset Maintenance**Issue Date:**

PURPOSE OF THE JOB

As a Retrofit and Engagement Coordinator, you will be responsible for directly engaging with residents – both Council tenants and private homeowners/renters - to build strong relationships and ensure they are informed about upcoming and ongoing retrofit projects that may affect them. Your role will involve communicating with Council staff, surveyors, contractors, other agencies, and residents to deliver high quality customer care and resident engagement during and after housing retrofit projects, keeping residents updated with appointment dates and addressing any concerns they may have throughout the retrofit process.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 To work with the wider project team and contractors to provide information, prepare and advise residents regarding energy efficiency upgrades to their homes from inception of the work to completion and handover.
- 1.2 To act as the first point of contact for residents in relation to the project, responding to questions, concerns and issues, ensuring that satisfactory solutions are found to issues that arise during the course of the works, and complaints are prevented.
- 1.3 To work alongside principle and secondary contractors in complaint resolution
- 1.4 To produce and send correspondence to residents, informing them of upcoming projects that may affect their home or the surrounding area.
- 1.5 To work with contractors in creating and validating the quality of handover packs post install.
- 1.6 To conduct in home visits to residents offering support, advice, and information on works being carried out to their homes.
- 1.7 To build strong relationships with residents to ensure smooth project execution.
- 1.8 To participate in meetings alongside the project team to discuss planned retrofit works and ensure clear communication across all Council departments.
- 1.9 To collaborate with colleagues and project stakeholders to ensure efficiency in project execution.

- 1.10 To arrange appointments for surveyors and subcontractors, where necessary.
- 1.11 To liaise with Housing Management, residents, and Councillors to keep them informed of all planned retrofit works, surveys and inspections.
- 1.12 To attend public meetings and resident engagement events, providing information and advice to residents.
- 1.13 To prepare residents for planned works by providing information and advice on the scope of the work, the timescales, the contractors involved, and any likely disruption.
- 1.14 To undertake customer satisfaction surveys and other project evaluation exercises in order to monitor project performance against key objectives.
- 1.15 To perform general office duties including compiling and sharing information, tailored to a variety of audiences, and maintaining accurate records.
- 1.16 To support Officers of the Asset Maintenance Team as requested regarding planned maintenance, repairs, capital and project works.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Participation in project groups and partnerships, some of which may be led by external partners.
- 2.2 Assist in the preparation and delivery of reports and presentations for both internal and external stakeholders.
- 2.3 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.

3. SUPERVISORY RESPONSIBILITIES

There are no supervisory duties attached to this post.

4. FINANCIAL RESPONSIBILITIES

There are no financial responsibilities attached to this post.

5. RESPONSIBILITY FOR ASSETS AND DATA

Service-related data and information

6. EXTENT OF PUBLIC CONTACT

- Elected members
- Residents and residents' groups
- General public
- Voluntary and community sector
- Registered providers
- Other councils
- Internal and externally led partnerships
- Primary and secondary contractors
- Advisory Organisations (RISE)
- DESNZ (Department of Energy and Net Zero)

7. WORKING CONDITIONS AND ENVIRONMENT

The role involves a mix of office working and lone working in the community, including visiting residents in their homes. Occasional out of hours working will be required. Occasional working from home is permitted, with the prior agreement of the Project Manager.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council’s rules and follow all reasonable management requirements. These are contained within: the Council’s Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti-Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Procurement and Contract Management
- Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager.

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:	
Postholder	Date

PERSON SPECIFICATION

Post: Retrofit and Engagement Coordinator



For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Excellent customer care skills and strong face-to-face customer service experience	E	A, I
Excellent written and verbal communication skills applied at a variety of levels internally and externally – using a variety of methods	E	A, I
Is able to manage workload efficiently and independently to achieve service objectives and targets, with minimal supervision	E	A, I
Ability to work in isolation and as part of a team	E	A, I
Demonstrates confidence and flexibility to persuade, convince and influence others.	E	A, I
Able to use a variety of Information Technology, e.g. Outlook e-mail, calendar, Word, Excel (including pivot tables etc) and PowerPoint	E	A, I
Ability to handle conflict tactfully and be empathetic with members of the public	E	A, I
Ability to engage effectively with diverse communities	E	A, I
Commitment and ability to adhere to deadlines	E	A, I
A commitment to work within our CAN DO values	E	A, I
Basic knowledge or qualification in building construction and/or energy efficiency, particularly retrofit work	D	A, I
Has experience of working within a social housing organisation or charity sector	D	A, I
Full UK driving licence and access to own transport for work	D	A, I
Has experience working in marketing or sales	D	A, I

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D