

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Retrofit & Net Zero Manager
Service Area / Team	Housing Assets
Reports to	Housing Assets Lead Manager
Post Number	TBC
Grade & Annual Salary	£52,633 - £58,845 (Grade H)
Politically Restricted Post	No
DBS Requirement	Basic

JOB PURPOSE
• To act as Specialist Lead in the creation and implementation of the newly recruited Retrofit & Net Zero Team. • To lead the strategic planning and delivery of the Councils Retrofit, Net Zero and Decarbonisation pathways across Housing, Strategic Developments and Independent Living. • To monitor and maintain surveying and data collection contracts to create statistical baselines for energy performance reporting, the development of KPIs and Council wide performance reporting. • To identify sources of national energy efficiency funding. To lead the bid writing, application process and delivery of various Government and supplier-led schemes offering grants and subsidies to improve energy efficiency, reduce carbon emissions and target those residents in fuel poverty. • To design, develop and deliver the HRA Net Zero pathway, including measured target setting and the Net Zero 5 & 10 year plans, incorporating 2030 EPC C and 2050 Net Zero targets. • To lead the creation, development and implementation of new Council policy directly associated to the HRA Net Zero targets and works programmes. • To lead the design, procurement and delivery of Retrofit & Net Zero installation workstreams and programmes. • Leading and project managing the Retrofit/Net Zero programme to improve energy efficiency ratings in council homes.

- Leading the Retrofit & Net Zero team to improve the current energy efficiency/EPC rating of F&HDC's worst performing properties, in line with the Council's commitment to reduce carbon emissions by achieving an EPC rating of 'C' across the Housing Revenue Account (HRA) portfolio by 2030.
- To performance manage the work of consultants, contractors and installers ensuring that Social Housing Decarbonisation works programmes are delivered to quality, time, compliance and budget.
- To ensure best value is obtained through the appropriate specifications, procurement and management of contractors delivering the Councils Retrofit programme of work from inception to settlement of the final account.
- To apply robust contract and budget management processes, in line with contract standing orders, contract procurement procedures and procurement legislation.
- To exercise expert knowledge and experience in the management of contracts, responding to notices, leading contract meetings, including engagement with tenants and elected members.
- To attain a Level 5 Diploma in Domestic Retrofit Coordination and Risk Management and act in the capacity as the Councils in-house qualified PAS2035 Retrofit Coordinator ensuring compliance across all energy efficiency installs with PAS2035 standards and emerging legislation.

MAIN DUTIES AND RESPONSIBILITIES

- To lead on the strategic planning and implementation of the Council Decarbonisation and Net Zero pathway, to improve energy performance ratings up to EPC 'C' with measured targets by 2030 and lead on the reduction of carbon emissions across the F&HDC, leading to further work towards Net Zero Carbon ready homes by 2050.
- To identify new or existing local and national grant funding opportunities for Public Sector and Local Authority Retrofit, Net Zero and Decarbonisation. To lead on development and submission of bids, management of bid processes and delivery of successful grant funding in accordance with specific scheme requirements, monitoring, reporting and financial reconciliation.
- To lead, manage and delegate new workstreams to a team of qualified Retrofit Surveyors & DEAs.
- To manage the entire retrofit project lifecycle, including planning, specification, design, installation, post-install monitoring and evaluation.
- To lead and be responsible for the Council wide reporting of energy efficiency measures, carbon emission and space heating demand statistics.
- To take the lead on Carbon Accounting and reporting of Scope 3 Emissions for the IL Schemes identified with communal heat networks.

• To be responsible for identifying, assessing and managing the technical and process risks associated with domestic retrofit projects.
• To act as the Lead to the currently qualified Council 'in-house' DEAs to manage, coordinate and review assessments completed on HRA properties and act as the Single Point of Contact with the accreditation body and/or external consultants.
• To deploy project management and contract management principles to ensure the Retrofit programme is delivered to meet expected timescales, milestones and KPIs through robust monitoring and reporting mechanisms, ensuring financial probity and best VfM for F&HDC and tenants.
• To provide expertise to the Retrofit & Net Zero team and wider Housing Asset Team, ensuring that contractors and projects are monitored, including ensuring accurate data collection and providing reports for monthly & quarterly meetings.
• To ensure experience and good practice is applied to all projects, programmes and procurement, which will enable officers to actively manage contracts and contractors.
• Ensure the correct specification of materials and wording of specifications and amendments to contracts to avoid ambiguity and the potential for contract claims.
• To lead on navigating evolving regulatory frameworks such as Future Homes Standards, EPC compliance, MEES, PAS and 'Whole House' Retrofit Coordination.
• Liaising with contractors and installers and other trades employed to deliver Retrofit & Net Zero measures ensuring all programmes and projects are delivered on time, to budget, to agreed standards and in compliance with statutory obligations.
• Inspecting delivered works to ensure standards are met and measures are installed to F&HDC's satisfaction and specification.
• To ensure contract standing orders, contract procurement procedures and procurement legislation is adhered to at all times.
• Maintain contract standards by developing effective time, quality and cost monitoring and management processes, ensuring that restorative pro-active action is implemented at an early stage and report variances as soon as they become known.
• Undertake inspections as required and prepare detailed written reports on findings with recommendations.
• Ensure processes are in place that ensure quality control of the works, ensure that there is an audit trail that demonstrates and records the inspection and approval (or not) of key stages of the works.
• In line with the F&HDC Carbon Reduction Approach, create and implement systems, policies and procedures to ensure that tenants are supported and

informed, and that active behavioural change is promoted when returning to a home that has been retrofitted (or built) with new Carbon Reduction technology.
Working with the Councils Housing Data Specialist ensure that data collated is uploaded in a timely manner to provide a record for F&HDC.
Monitor and report the financial position, progress, challenges, project proposals and any remedial actions required to HLT, Corporate Leadership Team (CLT), Strategic Tenants Advisory Panel, council Members and other stakeholders, on a regular basis, or as required.
Ensure the development and maintenance of programme and project data, and oversee the analysis, interpreting it to enable budget positions and requirements to be interrogated throughout the year, ensuring work programmes and projects are meeting performance targets.
Working with the Housing Asset Lead Manager, ensuring Retrofit programming coordinates with planned works, Compliance and Repairs programmes using a 'least regrets' policy which causes minimal disruption to tenants and maximises opportunity to deliver best VfM.
To provide expert technical and legislative knowledge to ensure that housing services meet regulatory and legislative requirements related to asset and contract management.
To ensure that the council Housing Service is demonstrating compliance in all areas of health & safety risk and landlord compliance with asset projects and programmes under your responsibility.
Ensure all contract documentation, specification, operating manuals, product guarantees are recorded on the appropriate data base <u>before</u> the final certificate is issued. Ensure that during the works appropriate colleagues are aware of the nature of the contract and contact numbers in the case of emergencies.
If appropriate, ensure that any necessary formal consultation with residents and other stakeholders is identified and communicated at an early stage, (including S20 consultation and other areas which could trigger media, councillor or resident interest), and that an appropriate communications plan is in place and delivered throughout project and programmes.
To help drive strategic service improvements and innovation to ensure that the council provides an effective, efficient and high-quality housing service.
To build strong and productive partnerships and mutual trust with tenants, officers, members of the Council, contractors and stakeholders.
As a Manager within the Council, you will ensure that corporate and departmental people practices are understood and implemented within your service; contribute to the relevant parts of the Housing Service Plan and Asset Management Delivery Plan; build a 'One Team' culture within your team and across the wider Housing and Council teams; and produce business cases for potential service improvements for presentation to HLT, CLT and the Council as required.

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: – Retrofit & Net Zero Manager

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential - Level 4 Built Environment qualification – HNC, HND or above (i.e. mechanical electrical engineer, building surveyor, quantity surveyor RICS etc.) in a property related discipline or professional qualification with extensive experience - Professional accreditation in Retrofit (i.e. DEA, Retrofit Coordinator) or willingness to achieve	✓ ✓	✓ ✓	
	Desirable - A professional membership of RICS; RIBA; CIOB; IAM or property related professional body - Certified project management, and/or contract management qualification or demonstratable experience - Detailed knowledge and experience (i.e. minimum of 5 years) in some or all of the following: Contract management, Risk managements & mitigation, Compliance (Asbestos, electrical, fire, lifts, legionella, gas) - Evidence of ongoing professional development.	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	

Experience and Knowledge	Essential			
	▪ Detailed knowledge and experience (i.e. minimum of 5 years) in Residential Retrofit	✓	✓	
	▪ Previous experience of working for a Social Housing provider.	✓	✓	
	▪ Demonstrable substantial experience of managing property related functions within the public sector, social housing, or similar operating environment.	✓	✓	
	▪ Awareness of public contract regulations 2015, Awareness of Section 20 of the Landlord & Tenant Act 1985		✓	
	▪ Detailed knowledge and understanding of contracts, contracting relationships, contract management & relationship management (in public sector and/or social housing)		✓	
	▪ Demonstrable experience and understanding of retrofit principles and technologies.	✓	✓	
	▪ Experience of managing the performance of contractors to achieve high-quality works.	✓	✓	
	▪ Detailed knowledge and understanding of contracting relationships, quality standards, construction H&S and relationship management.		✓	
	▪ Broad demonstrable experience of managing a variety of maintenance and service contracts operating within a continuous improvement and value for money context.	✓	✓	
	▪ Demonstrable knowledge and experience of procurement and contract mobilisation procedures.	✓	✓	
	▪ Broad experience of procuring a variety of investment contracts, effectively managing the performance of service providers and ensuring the requirements of the contract are delivered.	✓	✓	
	▪ Demonstrable repairs diagnosis experience and the ability to explain clearly to residents, contractors and colleagues specific work task requirements.	✓	✓	
	▪ Demonstrable up-to-date, in-depth knowledge of relevant housing legislation, regulatory requirements and sector influences, including awareness of public contract regulations 2015, and Public Procurement regulations.	✓	✓	
	▪ Demonstrable comprehensive knowledge and understanding of asset and investment functions within social housing.	✓	✓	

	▪ Demonstrable understanding of landlord compliance and statutory landlord obligations and their effect upon asset & stock management. ▪ Demonstrable experience of delivering effective collaborative team working and building effective relationships with both internal teams and external customers and partners ▪ Excellent ICT knowledge and experience of working with various IT packages and asset management and contract databases, including mobile ICT.	✓	✓	
	Desirable ▪ Demonstrable experience as the employer's agent managing standard forms of contract to deliver property, maintenance and investment related contracts within a public sector / social housing organisation or similar operating environment. ▪ Good working knowledge of construction methods, building defects, building maintenance, asset management principles and the delivery of investment programmes, particularly retrofit programmes. ▪ Previous experience of working in local government.	✓	✓	
Skills and Abilities	Essential - ▪ Ability to apply project management tools and techniques to ensure projects and programmes are delivered on time and to budget. ▪ Communicate clearly and with confidence, in writing, by presentation and verbally, at all levels and to diverse audiences, with a high degree of clarity, credibility and professionalism. ▪ Excellent organisational skills and ability to manage own workload and to ensure that others deliver to time and budgets. ▪ Planning, organising, prioritising, and working to business imperative strict deadlines. ▪ An ability to negotiate and influence at senior levels, both internally and externally. ▪ Ability to make prompt, clear and well considered decisions having regard to the strategic requirement and risk factors.	✓	✓	

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