Folkestone & Hythe District Council (FHDC) Job Description

JOB DETAILS	
Job Title	Retrofit/Net Zero Surveyor
Service Area / Team	Housing Assets
Reports to	Retrofit/Net Zero Manager
Post Number	TBC
Grade & Annual Salary	Grade F/G
Politically Restricted Post	No
DBS Requirement	Basic

JOB PURPOSE

- To liaise with tenants, stakeholders and communities with regards to communicating, engaging and consultation on all aspects of the Retrofit programme.
- To play an active role in meeting the aspirations of the Housing Service to *'improve the energy efficiency of the housing stock and the ways of working to reduce carbon emissions and levels of fuel poverty, by achieving a minimum EPC rating of 'C' by 2030.'*
- To be a champion for the drive towards Net Zero Carbon and the introduction of energy reduction measures, producing and providing information, advice and support for tenants (and leaseholders) of FHDC who's homes are affected by major works, such as retrofitting of carbon reduction measures.
- To work in line with the FHDC Housing Service Tenant Engagement Strategy 2021-24 Hearing our Tenants' Voice, ensuring that all those living in council managed homes have the opportunity to input into service delivery consistent with regulatory requirements and industry best practice.
- To support of the wider Council's commitment to meet the legislative requirements under the Climate change Act (as amended 2019), and the Council's Net Zero Carbon targets.
- To provide expertise, Project co-ordination and contract management to the wider Retrofit team ensuring that contractors and projects are monitored, including accurate data collection and providing reports and minuting for monthly & quarterly meetings.
- In line with the FHDC Housing Asset Management and Carbon Reduction Strategy, ensure that tenants are fully 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.

- To act as the Employers Agent in developing and delivering Retrofit works contracts, from inception to settlement of the final account, for the improvement and energy efficiency gains of the Councils housing stock.
- To ensure best value is obtained through the appropriate specification, procurement and management of contractors and consultants delivering retrofit works projects.

  To ensure that all KPIs and targets are met via effective management of contractors and/or internal colleagues.

MAIN DUTIES AND RESPONSIBILITIES

- To fulfil the role of Retrofit/Net Zero Surveyor in all matters concerning resident engagement and liaison, project planning, specification, design, procurement and contractor management within the Retrofit Team undertaking Energy Efficiency works on the Councils Housing stock.
- To work towards agreed targets aligned with FHDCs Carbon Action Plan and HRA budget targets of energy efficiency improvements to a minimum standard of EPC C.
- Support the Council's commitment to achieve an EPC rating of 'C' across the HRA portfolio by 2030.
- To assist, manage and coordinate Net Zero & Retrofit projects, ensuring conditions of contracts are applied correctly and within appropriate timescales. Maintain contract standards by developing effective time, quality and management processes.
- Assist the Retrofit/Net Zero Manager and wider team in designing and implementing long-term data management strategies for reporting of energy efficiencies across the HRA.
- Coordinate all liaison & communication with tenants including resolving any issues to secure satisfactory outcomes for resident and Council.
- Responsibility for ensuring residents are communicated with at an early stage before major works are carried out to their homes, as well as during and after.
- Liaise with, and set the standard for, contractors and their RLO's (and where appropriate consultants), engaging with residents, ensuring that they understand the works taking place and required performance outcomes.
- Take an active role in developing, agreeing and managing the residents' consultation plan for individual projects.
- To ensure measures are in tenants' best interests/project KPI's/SAP points/alleviate tenants' complaints.
- Agree with contractors the tenant's information packs, and format and content of updates to residents, including any bulletins, newsletters and/ or letters using a variety of media outlets.

- Working with the Neighbourhood team, coordinate the temporary or permanent re-housing of tenants, where necessary.
- Liaise with contractors, external agencies and FHDC staff to secure satisfactory outcomes where there are difficulties in gaining access to dwellings or where there are other disputes with tenants.
- Arrange and attend meetings, presentations and exhibitions for residents as required.
- Design and carry out surveys prior to the commencement of major projects under the programme, and post works to ensure desired outcomes are met.
- Ensure proactive approach to identify vulnerable residents within programmes, and where appropriate ensure adequate provision is made for their needs short and long term.
- Ensure information on vulnerable residents, or those posing a risk, is communicated in line with policy.
- Devise and maintain systems for reporting defects arising during the work or afterwards.
- Review regularly the procedures for consulting and communicating with residents and suggest improvements.
- In conjunction with the Tenant Liaison Specialist, ensure that the Strategic Tenants Advisory Panel and Repairs Resident Champions are well informed regarding the Retrofit/Net Zero programme and carbon reduction measures.
- Engage with managers and staff to ensure that ongoing engagement and consultation with tenants post major works, becomes embedded in the day to day work of the council Housing Service.
- To work outside normal working hours and evenings and at various locations throughout the district as required.
- Collaborative working with Data Specialist and Major Works teams to identify other avenues for property improvements and ensure best measure selection in conjunction with what is being offered within other programmes. Further collaborative working to ensure works carried out within the retrofit programme do not have a detrimental impact on wider teams, such as responsive repairs and housing management functions.
- Following retrofitting, ensure tenant satisfaction survey data is monitored and report as required.
- To help prepare and implement the annual and 5-year Net Zero install strategy. Identify changes required to existing policy documents and assist with the identification and implementation of new policies as and when 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 Specialists 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, councillors 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.

NATURE OF CONTACTS	
Internal	• Employees • Managers & Lead officers • Corporate Management Team • Housing Leadership/ Management Team • Elected Members
External	• Tenants & Leaseholders • Contractors • Tenant Representatives • Tenant families / friends • Public • Community Safety partners • Voluntary sector

Folkestone & Hythe District Council Person Specification

Post Title: Retrofit/Net Zero Surveyor

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 (F)** • Qualification in Built Environment or Surveying to HNC Level or equivalent trade / industry qualification.	✓	✓	
	Desirable (G) • Social Housing Resident Engagement or similar qualification • Retrofit L3, Domestic Energy Assessor or similar qualification • Professional qualification at degree level in a property related discipline, either as a mechanical electrical engineer, chartered surveyor or quantity surveyor or higher educational qualification (or significant experience) • Membership to a recognised chartered construction professional body, e.g. RICS, CIOB.	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	
Experience and Knowledge	**Essential (F)** • Relevant industry experience - minimum 2 years knowledge and experience in a similar role. • Experience of managing and evaluating delivery designs, coordination and installations of complaint energy efficiency measures. • Experience of retrofit programmes including knowledge of central government funded schemes e.g. Heat Network Efficiency Scheme, Energy Company Obligation & Public Sector Decarbonisation Scheme.	✓ ✓ ✓	✓ ✓ ✓	

	• Knowledge of CDM (Construction Design and Management), compliance (Asbestos, electrical, fire, lifts, legionella, gas), contract administration, risk managements & mitigation, awareness of public contract regulations 2015, and awareness of Section 20 of the Landlord & Tenant Act 1985.	✓	✓	
	• Detailed knowledge and understanding of contracts, contracting relationships, contract management & relationship management	✓	✓	
	• Expert knowledge of building technology, fault diagnosis and remedial action.	✓	✓	
	• Demonstrable experience of working in a social housing management environment specifically with a remit for resident engagement or tenant liaison	✓	✓	
	• Demonstrable in depth understanding of best practice in resident engagement	✓	✓	
	• Demonstrable knowledge and understanding of the latest regulatory framework for social housing	✓	✓	
	• Demonstrable experience of delivering effective collaborative team working and building effective relationships with both internal teams and external customers and partners	✓	✓	
	• Demonstrable experience of working with senior managers and interacting with elected members	✓	✓	
	▪ Experience of operating MS Office software such as Microsoft Word, Excel and Outlook.	✓	✓	
	▪ Experience of digital communications and social media and how this can be applied to increase levels of resident engagement	✓	✓	
	Desirable (G)			
	▪ Relevant industry experience, minimum 5 years knowledge and experience in a similar role.	✓	✓	
	▪ Current up to date and compliant registration with Elmhurst Energy to integrate with Council systems and processes.	✓	✓	
	▪ Knowledge and significant experience using the PASHub platform for data collection, submission and design evaluation.	✓	✓	
	▪ Experience working with vulnerable tenants.	✓	✓	
	▪ Evidence of ongoing professional development.	✓	✓	
	▪ Previous experience of working in local government and/or social housing.	✓	✓	
	▪ Detailed working knowledge of relevant legislation.	✓	✓	
	▪ Experience of chairing meetings.	✓	✓	
	▪ Experience of presenting to Tenant Panels.	✓	✓	

	▪ Previous experience of working in local government. ▪ Previous experience of team management, coaching and training (or the same with residents) ▪ Significant experience and demonstrable understanding of the complex customer journey process of Social Housing retrofit energy efficiency works including; Housing Law, Tenancy agreements, succession rights, assignment and grounds for possession.	✓ ✓ ✓	✓ ✓ ✓	
Skills and Abilities	**Essential (F/G)** ▪ Ability to drive and access to a suitable vehicle in order to undertake the role effectively ▪ Ability to make prompt, clear decisions which may involve tough choices or considered risks and is confident to work under own direction ▪ Ability to produce, analyse and interpret complex information and financial data and present it in a meaningful and understandable way illustrating an awareness of the audience ▪ Ability to apply specialist and detailed expertise to analyse and provide solutions to service delivery issues, and to share own expertise with others to achieve organisational objectives ▪ Ability to plan projects to enable works to be procured and delivered on a cyclical basis. ▪ Ability to manage multi million-pound budgets. ▪ Ability to effectively prioritise objectives, plans and activities against changing circumstances, having regard to the interests of stakeholders, within a pressurised environment ▪ Ability to develop and maintain beneficial relationships with internal and external stakeholders ▪ Able to progress and manage projects on time and within budget. ▪ Good oral and written communications skills with the ability to communicate effectively with members of the public, professional bodies and other members of staff. ▪ Written communication skills to enable the appropriate production of reports which recognise the audience for which it is intended. ▪ The ability to influence and change others opinions and behaviours. ▪ Able to contribute to the work of the wider team and to work on own initiative.	✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

	▪ IT competent in asset data software, standard spreadsheets, database management and word processing. ▪ Willingness to access confined space and to work at height along with occasional evening meetings or visits to residents homes, estates or council premises.	✓ ✓	✓ ✓	