

Retrofit Assessor

Level:	Grade 8
Section:	Homes and Growth (Homes and Sustainability)
Reports to:	Decarbonisation and Environment Manager
Responsible for:	N/A

About the job

- Lead on the provision of energy performance certificates and retrofit assessments, providing professional energy surveying expertise whilst providing technical guidance on energy performance in relation to buildings. Specialist advice will be provided on energy assessments, energy efficiency and related standards across the portfolio.
- Key member of the Homes and Sustainability team to develop and deliver future capital investment programmes ensuring homes are energy efficient and meet business needs now and in the future.
- Lead in monitoring the delivery of retrofit and energy assessments in relation to sustainability and energy projects including management of external contracts and supporting with external funding compliance.
- Work with internal and external stakeholders to develop capital work projects to meet the Sustainability Plan and Asset Management Strategic Plan, Business Plan and related survey and assessment outcomes in support of organisational aims and objectives.

You'll be trusted to

- Undertake energy performance certificate (EPC) assessments and retrofit assessments (RAs) across Vico Homes stock in line with best practice and all regulatory requirements and standards such as PAS 20235.
- Assess properties to identify areas for energy-saving retrofits in accordance with PAS 2035.
- Assist in the development of strategies, plans, property interventions and carrying out all energy surveying and assessment related functions.
- Ensure processes are in place including periodic reviews to maintain records and inform ongoing investment decisions and provide technical input to the Sustainability Plan and Asset Management Strategic Plan.
- Ensure energy related assets are maintained and operated in accordance with agreed standards including accountability for investigating complex issues and for delivering solutions to both managerial and technical issues.
- Where required, assist senior management in procurement exercises and work with the Procurement team to develop framework agreements and service level agreements and other contractual relationships to procure professional services either in house or outsourced.

- Assist with the research and development of new initiatives in the provision of sustainability and energy investment preparing feasibility studies for discussion with Senior Management.
- Contribute towards the development of related policies, procedures and initiatives making sure these are developed and presented in a consistent standard and meet agreed standards and objectives.
- Keep up to date with best practice and compliance, such as regulatory and legislative changes in relation to sustainability and environment and disseminate this to stakeholder internally.
- Conduct on-site EPCs and RAs to survey existing properties in accordance with current RdSAP conventions and PAS regulations, and energy efficiency, including the fabric, heating, ventilation and lighting to understand existing performance and identify opportunities for energy-saving retrofits and external funding.
- Analyse energy data and prepare reports to present findings and recommendations for energy efficiency improvements.
- Work with colleagues, consultants and contractors to develop retrofit plans and specifications that meet energy-saving goals and comply with relevant regulations.
- Provide technical assistance and guidance to stakeholders including colleagues, consultants, contractors and customers on energy efficiency retrofits, including building envelope improvements, HVAC upgrades, lighting retrofits, and renewable energy systems.
- Work with colleagues to identify and develop energy and sustainability related capital projects in line with approved investment programmes to meet stakeholder requirements.
- Make sure that surveys and assessments are prioritised and completed in line with requirements and urgency in order to provide relevant information on time and to update systems with accurate information in a timely manner
- Ensure performance levels are met, with performance information provided to senior management as required and in line with key performance indicators (KPIs).
- Manage complaints as required and ensure these are dealt with in line with current procedure.
- Provide comprehensive reports, information and advice to assist Vico Homes in meeting Business Strategy objectives, delivering promises made to customers and supporting sustainability and decarbonisation objectives.
- Contribute to the development of efficient systems and processes to ensure sound project management systems that support delivery of Vico Homes Business Plan outcomes.
- Support the monitoring and evaluation of energy retrofit projects including through collation of data and information from customers including conducting interviews and installation of monitoring equipment to understand wider impact of projects/measures on customers, such as carbon reduction and health and wellbeing.
- maintain up-to-date knowledge of energy-efficient technologies, building codes, and regulations related to retrofitting, ensuring best practice techniques and technology are being adopted by Vico Homes.
- Promote good professional networking to achieve better understanding of stakeholder's roles and prevent breakdown of communication in cases of conflict of interest.
- Proactively use specialist knowledge, expertise and experience to evaluate often technically complex and conflicting information, exploring all possible solutions and presenting well-reasoned options and recommendations.

- Advise managers on development and improvement to service delivery in accordance with legislative changes and best practice.
- Undertake any other duties commensurate with the overall purpose of the job and grade.

Who you'll work with

Internal: All Vico Homes Colleagues

External: Customers, Contractors, Partners, Specialist Consultants, statutory and non-statutory agencies including other RSLs, local authorities, government departments, agencies and regulators

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 4 of the Qualifications and Credit Framework, such as an HNC, Award, Certificate or Diploma at level 4 or equivalent in relevant subject area	✓		AF / CQ
Qualified and accredited Domestic Energy Assessor and Retrofit Assessor	✓		AF / CQ
Qualified PAS 2035 Retrofit Assessor, or willingness to work towards	✓		AF / CQ
Negotiation and persuasion skills with the ability to influence change in others.	✓		AF / I
Experience of working within a customer focused environment.	✓		AF / I
Advisory and problem solving skills.	✓		AF / I
Proven track record in a position in a property or energy services department in a similar organisation	✓		AF/I
Ability to prioritise own workload and work to deadlines without direct supervision.	✓		AF / I
Excellent communication skills with colleagues, managers, customers, supply chain representatives and stakeholders.	✓		AF/I
Experience of undertaking domestic energy assessments and surveys.	✓		AF / I
Strong knowledge of best practice and regulation/legislation/other standards in relation to energy and the built environment.	✓		AF / I
Ability to obtain, analyse and present performance information	✓		AF/I
Excellent attention to detail	✓		AF/I
Evidence of effective communication skills with colleagues and customers.	✓		AF / I
Leads on the delivery of high standards of customer service through being a role model to others	✓		AF / I
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the district.	✓		AF/I/CQ
Evidence of continuous professional development in the property field	✓		AF / I
Understanding of the work and service provision of a large multi skilled workforce.		✓	AF / I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Knowledge and practical experience of using IT as analytical and management tools.		✓	AF/I
Knowledge of energy performance, monitoring and evaluation practices in domestic buildings.		✓	AF / I
The post holder may be required to work outside normal office hours on occasion.		✓	AF / I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification