



## Job Profile

Job Title	Assistant Retrofit Coordinator
Reports to (job title)	Retrofit Coordinator
Job Reference No.	JD1027

### The job in a nutshell...

Joining Home Group's sustainability journey by providing administrative support to the effective delivery of PAS 2035-compliant retrofit assessment, design, installation, monitoring and evaluation processes to help us achieve our sustainability objectives and wider business strategy.

Collaborating with the wider team to help improve the energy rating of approximately 13,000 homes to Energy Performance Certificate (EPC) rating C and getting all homes to Net Zero.

### What success will look like...

Undertaking accurate and robust property, energy and statistical data analysis using Microsoft Excel, SAP / RdSAP, Parity Projects and other systems to present concise, summarised information which will help enable informed decisions to be made about retrofit measures that will achieve project objectives and help decarbonise our housing stock.

Supporting the Retrofit Coordinator with data / evidence gathering and other administrative duties to ensure we consistently achieve high levels of retrofit compliance and delivery standards and customer satisfaction.

Ensuring all required retrofit documentation / evidence is collated, analysed and recorded in the appropriate SharePoint folders and provide support to the Retrofit Coordinator to facilitate TrustMark uploads to demonstrate PAS 2035 and funding compliance.

Providing administrative support, arranging appointments and meetings to assist with the effective delivery of multi-avenue customer engagement activities (customer engagement days, home visits, communications and customer satisfaction surveys) that ensure we engage, involve and support our customers on the journey to more sustainable, healthy homes.

Developing and maintaining positive working relationships with internal and external stakeholders when undertaking data analysis and collating necessary retrofit documentation / evidence.

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Assisting with site inspections and customer visits, where required, to support the Retrofit Coordinator and delivery teams on-site to ensure quality outcomes are achieved.

Contributing effectively towards the development and application of efficient data analysis and documentation management that will help drive further improvements in retrofit processes across the directorate as a whole.

Demonstrating a commitment to increasing your knowledge around retrofit processes, PAS-2035 compliance and the role of a Retrofit Coordinator.

You'll already have these **brilliant** skills, qualifications and knowledge...

### Transferable skills

- **We have an eye for detail**
  - Using and recording information accurately and timely.
  - Pays attention to the details.
  - Applying legislation, working with policies and procedures.
- **We are self starters**
  - Be organised
  - Strive to get it right first time
  - Be proactive
- **We are great influencers**
  - Understand our strategy and customers and be able to articulate the benefits of change.
  - Be curious - listen to understand your audiences situation or style.
  - Build rapport and develop relationships.

### Technical qualifications, experience and knowledge

- Level 3 Award in Domestic Retrofit Advice (or be willing to obtain and have some experience of working in the housing or retrofit sector)
- Strong statistical analysis skills
- Strong Microsoft Excel skills

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

A Level 2 Award in Understanding Domestic Retrofit, a basic understanding of PAS 2035 and some experience of using SAP / RdSAP software would be beneficial for this role but not essential.

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## We're all **accountable** for..

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

## Other **important** stuff...

You'll be a budget holder? No  Yes ... up to £ [Click here to enter text.](#)

You'll manage people? No  Yes ... around [Click here to enter text.](#) direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional  Regular  Frequent



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