

Job description

Head of Retrofit (Household Energy Services)

Main purpose

The Head of Retrofit will lead Centre for Sustainable Energy's (CSE) home energy retrofit services, instilling a culture of high performance and outstanding results, where staff are encouraged and supported to perform at their best. Working with the Director of Household Energy Services (HES) and as a member of the HES Leadership Team, to deliver a clear vision and long-term strategic direction for the retrofit staff team. Providing excellent communication and a strong presence to the team, enhancing clarity and openness.

To improve collaboration, the visibility of Head of Team, and provide the team with a clear understanding of the work and how it impacts staff workloads, allocations and chargeability and more involvement from the team in shaping the retrofit work programme.

To develop and maintain relationships both locally and nationally to create and realise funding opportunities to sustain and grow our retrofit work and impact, in line with CSE's strategic objectives. Network and sell CSE retrofit and advice services by being an innovator, able to spot gaps in the market, identify funding opportunities and successfully win work. Grow CSE's Futureproof services direct to households alongside commercial contractual services for installers, local authorities and housing association retrofit schemes.

To align CSE's retrofit delivery work within the West of England area with the work of Retrofit West CIC, a community interest company where CSE is the sole shareholder, ensuring CSE provides retrofit services in line with those contracted by the CIC and working closely with the Retrofit West core staff team to develop new services and help them meet their objectives to accelerate home energy retrofit across the region.

To provide input to CSE's Senior Leadership Team (SLT) and participate as a member of the wider Senior Management Team (SMT) which meets monthly and provides operational and financial management and assists SLT in agreeing and implementing policies.

Specific responsibilities

- To oversee key aspects of retrofit delivery in the HES portfolio, including resource utilisation and workload planning, project monitoring and evaluation, and supporting the Director of HES to ensure all aspects of the retrofit components of the HES team are adequately resourced.
- To work closely with the Head of Advice, Head of Local and Community Empowerment (LACE)

and the Development team to ensure retrofit staff in the HES team remain utilised and are sufficiently supported to deliver their work and reach their potential.

- Oversight of the use of time management tools, such as our staff planning software, to ensure that organisational planning systems are up to date and provide an accurate report to the Director of HES and the SMT.
- To work with retrofit project managers to help maintain effective financial controls of our retrofit projects and provide the Directors of HES and Development with up-to-date projections of spend and expenditure.
- To take overall responsibility for the quality of outputs of the HES team's retrofit work, including timely reporting to project partners and funders.
- To oversee line management and professional development of all retrofit staff – ensuring consistency of training, one to one monthly line management meetings, annual appraisals, and operational work.
- To support the HR function and senior managers within the HES team to recruit new members of the retrofit team and provide clear, transparent pathways for their future role progression and professional development.
- To take responsibility for building and maintaining team morale and team effectiveness including enabling effective team communication, efficient operations, sharing of learning and celebrating achievements.
- To support the Director of HES to represent CSE to existing and potential funders, partners and other stakeholders as appropriate, establishing and maintaining effective and fruitful relationships and enhancing CSE's influence and reputation.
- To work with the Director of HES to identify and create new opportunities for CSE to deliver our strategic objectives in relation to retrofit and to develop viable, deliverable projects to realise these opportunities, working closely with members of the CSE Development Team, the Director of HES and other members of staff.
- To provide strategic direction to all large retrofit projects and contribute to the delivery of specific projects as relevant and to enable the provision of retrofit expertise to other projects across CSE as appropriate.
- To provide input to the organisation's business plan with respect to retrofit opportunities and services for the year ahead, forecasting staffing needs and helping to establish the 3-year budget for the team.
- To share with other Heads of Team collective responsibility for the day-to-day operation of the organisation, representing the HES team's retrofit work as a member of the SMT.
- To contribute to the promotion and marketing of the HES team's retrofit projects and its activities more generally.
- Any other tasks related to this role.

Working relationships and contacts

The post-holder will be managed by the Director of HES.

The post-holder will work closely with the HES Leadership Team and colleagues in the SLT and will develop and maintain effective communication and working relationships with colleagues and volunteers across CSE.

The post-holder will work closely with all members of the HES team and volunteers and have line management responsibility for senior members of the retrofit team.

The postholder will have some limited contact with householders to address project related issues, complaints or develop case studies for reporting purposes.

The post-holder will have personal contact with key stakeholders and funders. In particular, liaising with installers, local authorities, commercial companies and housing associations to develop and expand our housing retrofit services, and support them in their delivery of their priorities and targets.

Place of work and other requirements

The role is based in our office in central Bristol and there will be an expectation to travel to events, meetings and conferences.

Person specification

(See over)

Requirement	Essential	Desirable
Educational or professional qualifications	Minimum Maths/English GCSE or equivalent.	Degree level qualification.
Knowledge	<p>Good working knowledge of a range of energy efficiency and low carbon technologies.</p> <p>Knowledge of the policy framework and funding landscape for retrofit programmes e.g. national home energy efficiency policy, priorities for district network operators and local authority grants, energy supplier schemes, grants for households to install low carbon technology</p>	<p>Understanding of the constraints that planning places upon the improvement of traditional buildings from an energy perspective.</p> <p>Understanding of the impact of energy efficiency installation on the performance of domestic building fabric.</p> <p>Experience of leading projects in cross-sectoral partnership with other organisations.</p> <p>Successfully marketing a project and liaising with local media.</p> <p>Experience of a leadership position in a small to medium sized organization.</p> <p>Experience of using database or client management systems to track service delivery.</p>
Experience	<p>Line management experience.</p> <p>Extensive experience of delivering retrofit project services or programmes i.e. energy efficiency works and low carbon technologies.</p> <p>Previous experience of working with installers of energy efficiency measures and low carbon technologies.</p> <p>Experience of developing new projects and services that offer energy efficiency measures and low carbon technologies to householders or businesses.</p> <p>Demonstrable experience of</p>	<p>Part of a senior management team</p> <p>Experience of local building supply chains i.e. Existing support networks, trade bodies and quality standards</p>

	<p>complex project delivery, including planning, team management, task allocation and budgeting.</p> <p>Experience of outcomes-based project monitoring and evaluation.</p> <p>Experience of working with local authorities and other public-sector partners.</p> <p>Experience of writing successful proposals to a range of funders.</p>	
<p>Skills and abilities</p>	<p>Good project management skills.</p> <p>Good line management skills.</p> <p>Good negotiation skills with ability to work with a range of stakeholders.</p> <p>Excellent reporting and analytical skills.</p> <p>Excellent written and verbal communication skills, experience of writing effective technical or non-technical summaries of complex issues.</p> <p>Self-motivation and initiative, ability to work without supervision.</p> <p>Ability to work effectively both individually and as part of a team.</p> <p>Willingness and ability to respond to additional workloads at short notice and manage conflicting priorities and deadlines.</p>	<p>Understanding of the current funding regime for energy efficiency measures.</p>

<p>Other</p>	<p>Commitment to CSE's core values of Commitment, Collaboration, Conscientiousness and Initiative.</p> <p>Skilled in use of MS office applications including WORD, Excel and Outlook. Commitment to CSE's work and charitable mission.</p> <p>Evidence of a positive 'can do' approach and flexible attitude to work and project development and delivery.</p> <p>Full driving licence.</p>	<p>Knowledge and experience of using databases.</p> <p>Qualified building surveyor, Domestic Energy Assessor or trained EPC Assessor.</p>
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