

Job Description

Job Title	Retrofit Coordinator
Department	Survey
Location	Bathgate, travel as business needs require.
Reporting to	Operations Director
Line Manager to	Trainee Retrofit Coordinators
Key Relationships	Operations Director, Contracts Manager, Retrofit Coordinators, Surveys, Trainee Retrofit Coordinators, Project Manager, Project Coordinators, Customers, Clients, HR, H&S.

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Overview of role:

The role of Retrofit Coordinator is to manage retrofit assessments and design, as well as ensuring all projects are compliant to PAS2035 standards to allow for government funding and liaising closely with homeowners, landlords, retrofit assessors, design and installation teams. Responsible for overseeing the residential/domestic retrofit projects from inception to completion.

Main Duties and Responsibilities:

- Supporting all operational delivery by ensuring each project is PAS2035 compliant.
- Liaising with the retrofit assessors and our energy efficiency team.
- Responsibility for documentation and evidence for each assessment meets PAS2035 requirements.
- Working with installation and support teams.
- First point of contact to answer any queries on retrofit designs and assessments and managing any complaints/escalation processes.
- Guiding the commissioning procedures.
- Identify system and process changes and improvements and raising to the Senior Management and Design Teams.
- To manage the customer journey as well as client and contractor relationships.
- Collaborating with funding representative.
- Providing a framework to monitor and assess the quality of work carried out and carry out an agreed number of project reviews/evaluations.
- Monitoring of assigned projects and ensuring delivered within design scope and compliance requirements.

Skills, Qualifications, and Experience:

- Experience in domestic/residential properties as an Energy Coordinator/Building Professional/Surveyor/Site Manager/Contractor.
- Sustainability and energy efficiency industry experience.
- Qualified DEA or PAS2035 (Essential)

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- Level 5 Diploma in Domestic Retrofit Coordination and Risk Management. (Essential)
- A good understanding of building principles and service systems
- Experience in carrying out retrofit works in domestic settings
- Ability to apply an analytical and solution-based approach to energy performance
- Ability to develop and influence others.
- Strong analytical and data skills.
- Confident in reporting and presentation to internal and external stakeholders.
- Commercial acumen.

Additional Requirements:

- Disclosure Check
- UK Driving Licence
- Flexible Approach

What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- Company van and fuel card.
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Generous sick leave
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Work for PLC Company with option to join share save scheme.