



# Job Information Pack

This pack contains the following information:

- Job details
- The application process
- Contact details
- Information about Warmworks
- Information about the team the job is based with
- Job description
- Person Specification

Job details	
<b>Job title</b>	Retrofit Assessor
<b>Job reference</b>	WW-GSE-RA
<b>Location</b>	London and Greater South East Region

The application process	
<b>Application deadline</b>	Apply now – applications will be assessed as they are received and interviews for shortlisted applicants will be arranged as soon as possible
<b>Interview process</b>	Interview dates to be confirmed 1 <sup>st</sup> Stage – telephone interview 2 <sup>nd</sup> Stage – panel interview via Teams/Zoom
<b>Interview format and length</b>	Initial phone interview followed by panel interview lasting approximately one hour

Contact details	
<b>Completed application forms for this job</b>	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a> or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
<b>General enquiries about this job</b>	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a>
<b>For an informal discussion please E-mail to arrange a callback</b>	Kester Providence, Regional Contract Manager <a href="mailto:kester.providence@warmworks.co.uk">kester.providence@warmworks.co.uk</a>

## About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Everwarm.

Warmworks is committed to tackling fuel poverty, increasing the energy efficiency of the homes and communities in which we work and consistently delivering a first-class service to the households and families that we support.

Since 2015, Warmworks has been the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland and has recently started work on a range of new contracts and initiatives across the country.

Warmworks has already helped more than 22,000 homes to become warmer, healthier and more energy efficient and is seeking to play a key role in the long-term drive to reduce carbon emissions and increase the availability of affordable, sustainable energy for all.

## About the Team

### **Introduction and context**

Warmworks was established to tackle fuel poverty, reduce carbon emissions and support sustainable local economic development in communities across the country.

### **Team aims**

We deliver the best possible help to people who are struggling to keep their homes warm and pay their energy bills; installing measures such as insulation, efficient heating and renewable technologies to make homes more energy efficient and delivering sustainable cost savings in the long term.

### **Team activities**

Since the business was launched in September 2015, Warmworks has provided a high-quality end to end service, from initial referral through to assessment and the installation of measures, along with appropriate aftercare and support for thousands of households. Warmworks employs direct staff to handle in-home assessments and quality inspections, call handling and customer service, operational finance and the management of a diverse supply chain. Warmworks will provide similar services in London and the South East Region.

<b>Job Description</b>	
<b>Job title</b>	Retrofit Assessor
<b>Job reference</b>	WW-GSE-RA
<b>Salary and grade</b>	up to £35,000 per year, depending on skills and experience
<b>Location of job</b>	expected to cover London and the Greater South East Region
<b>Hours and terms</b>	37 hours per week
<b>Holiday terms</b>	25 days' annual leave, plus 9 public holidays

<b>General terms and conditions</b>	
<ul style="list-style-type: none"> <li>• There are no overtime payments for this post.</li> <li>• You may need to undergo a criminal record check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Warmworks reserves the right to terminate employment with or without notice.</li> <li>• All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.</li> </ul>	

<b>Responsible to</b>	Regional Project Manager
<b>Responsible for</b>	-

<b>Purpose of the job</b>	To carry out surveys in the home to determine eligibility and to assess the most appropriate measures, products or services available to meet customer needs. You will produce high quality Energy Performance Certificates, Retrofit Assessments and other technical assessments as required, meeting high standards in performance including customer service and taking account of the needs of vulnerable customers.
<b>Main objectives and goals</b>	<ol style="list-style-type: none"> <li>1. Deliver consistent and impartial assessment of domestic properties on behalf of Warmworks.</li> <li>2. Create reports and liaise with Regional Project Manager.</li> <li>3. Provide excellent customer service.</li> <li>4. Deliver high quality Energy Performance Certificates and Retrofit Assessments.</li> </ol>

<b>1. Deliver consistent and impartial assessment of domestic properties on behalf of Warmworks</b>	
<ul style="list-style-type: none"> <li>• Ensure that all relevant sections of the survey are complete, and that the customer is fully aware of the next step of their journey, including where applicable: <ul style="list-style-type: none"> <li>○ Installation Date</li> <li>○ Technical Survey date</li> <li>○ Reason for failure to proceed to next stage</li> </ul> </li> <li>• Ensure EPC is correct and meets industry standards set by the accreditation scheme.</li> <li>• Ensure Retrofit Assessments are correct and meet industry standards set by the accreditation scheme.</li> <li>• Carry out technical surveys where applicable to industry standard.</li> </ul>	

**2. Create reports and liaise with Regional Project Manager**

- Maintain records of Retrofit Assessment findings including photographic documentation.
- Liaise with installers and householders as required.
- Work closely with the office-based teams to answer any enquiries.

**3. Provide excellent customer service**

- Provide a high level of customer service at all times.
- Assess the eligibility of the customer in a sympathetic and understanding manner and assess the most appropriate measures, products or services available to meet their needs. This will include, in some cases, explaining why work cannot be carried out.
- Handle and resolve any questions that arise during visits.
- Have an established awareness of energy efficiency and energy advice to support the provision of advice to householders.

**4. Deliver high quality Energy Performance Certificates and Retrofit Assessments**

- Record accurate findings from within the property
- Identify areas of concern in relation findings, such as poor ventilation, dampness etc.
- Have an awareness of requirements in relation to representing Warmworks, for example Code of Conduct and performance standards
- Continue to meet requirements to ensure ongoing accreditation, for example taking part in audits

**Key contacts**

- Customers
- Regional Project Manager
- Regional Customer Service Officers
- Accreditation bodies

<b>Person specification</b>		
Please explain how you meet the following criteria in your job application		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
DEA accreditation (with 3 years' minimum DEA experience)	✓	
Retrofit Assessor accreditation or equivalent	✓	
Renewables certification		✓
Asbestos Awareness		✓
Gas Safe/ACOPS certification		✓
Part P (Electrical)		✓
<b>Experience</b>		
Experience in loft insulation inspections	✓	
Wet trades experience		✓
Experience of carrying out surveys of properties including borescope inspections	✓	
Knowledge of BBA approved cavity wall injection systems		✓
Experience of working with vulnerable customers	✓	
Experience of working with external partners		✓
<b>Skills</b>		
Ability to work independently and as part of a team	✓	
Excellent customer service skills	✓	
Excellent organisational and administrative skills	✓	
IT literacy including use of a handheld devices, e.g. tablet	✓	
Good time management	✓	
<b>Knowledge</b>		
Knowledge of both traditional and non-traditional construction types for domestic dwellings	✓	
Possession of practical & relevant knowledge on energy efficiency advice	✓	
Understanding of dealing with and managing complaints	✓	
Working knowledge of gas central heating systems		✓
Good working knowledge of electrical components within a property		✓
Established working knowledge of renewable technologies	✓	
<b>Personal qualities and attributes</b>		
An enthusiastic and positive person able to work on their own initiative with high personal standards in respect of the work ethic	✓	
Excellent problem-solving attitude	✓	
Target orientated	✓	
<b>Additional requirements</b>		
Full valid driving licence or other ways of fulfilling mobility requirements of the job	✓	
Access to home broadband for syncing with office systems	✓	
A commitment to equality and diversity	✓	

### **Staff Expectations of Management Experience**

The post holder should expect and be open to

- Effective leadership
- A positive, honest and enthusiastic working environment
- Being supported empowered to effectively achieve objectives and goals within your role
- To be treated fairly and with respect
- To be provided with appropriate training to ensure ability to effectively carry out your role
- Regular and appropriate feedback through one to one meetings and annual review and associated processes
- Having the opportunity to feedback to manager regularly and through the annual review process
- Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues

### **Complexity**

The post holder must be able to:

- Adhere to and advocate Warmworks values
- Demonstrate flexibility and versatility

### **Creativity**

The post holder will be required to:

- Use their own initiative where appropriate to provide the best possible outcomes

### **Special conditions**

- Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given