



## 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	
Job title	Retrofit Advisor
Job reference	WW-RCE-RAD
Location	Edinburgh (flexible)

The application process	
Application deadline	9 August 2022
Interview date	tbc
Interview location	Edinburgh or online via Teams
Interview format and length	Panel interview lasting approximately one hour

Contact details	
Completed application forms for this job	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a>  or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a>
For an informal discussion about this job	<a href="mailto:andrew.weyzig@warmworks.co.uk">andrew.weyzig@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 25,000 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 across the UK.

<b>Job Description</b>	
Job title	Retrofit Advisor
Job reference	WW-RCE-RAD
Salary and grade	up to £24,300 per year, depending on skills and experience
Location of job	Edinburgh (flexible)
Hours and terms	37 hours per week
Holiday terms	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>	

Responsible to	Head of Retrofit Centre of Excellence
Responsible for	-

Purpose of the job	Your role as a Retrofit Advisor will be to support the wider Retrofit Centre of Excellence team to deliver compliance to PAS2035 standards for all measures installed on relevant projects. Working closely with Retrofit Coordinators, Retrofit Assessors, installers, designers, and technical teams. Supporting positive outcomes for customers and ensuring a quality, compliant Trustmark lodgment is achieved.
Main objectives and goals	<ol style="list-style-type: none"> <li>1. Ensure all required information is provided to the Retrofit Coordinator at the commencement of a project</li> <li>2. Triage all mandatory documents and files in preparation for submission (as instructed by the Retrofit Coordinator)</li> <li>3. Reporting, monitoring, compliance and KPI management</li> <li>4. Any other relevant duties as required</li> </ol>

<b>1. Ensure all required information is provided to the Retrofit Coordinator</b>	
<ul style="list-style-type: none"> <li>• Check all required documents are available to the Retrofit Coordinator.</li> <li>• Allocate eligible referrals to a Retrofit Coordinator allowing them to instruct assessments and produce a Medium Term Improvement Plan (and supporting documentation).</li> <li>• Check the building significance and status with the relevant local authority.</li> <li>• Organise workstreams and tracking of work in progress.</li> <li>• Evaluate the current status of all referrals to support the Retrofit Coordinator to produce the required output and compliant Trustmark lodgment.</li> </ul>	
<b>2. Triage all mandatory documents and files in preparation for submission (as instructed by the Retrofit Coordinator)</b>	

- Methodically check each section of specific documents to ensure all details are accurate. This will vary depending on the job and measures that are installed.
- Assist the Retrofit Coordinator in contacting assessors, installers, designers and customers to obtain missing evidence.
- Organise files and ensure accuracy of all information held on the system.

### **3. Reporting, monitoring, compliance and KPI management**

- Provide reports to the management team on performance, and quality of the retrofit process, identifying trends to control, quality and compliance to the PAS2035 standards.
- Ensure all installers provide and update relevant Trustmark license numbers to the Retrofit Coordinator, detailing the individual Trustmark license number of each actor in the Retrofit PAS2035 process. Pass relevant details to the Technical Assurance Officer for storage on the database.
- Monitor the progress of all referrals and manage specific KPIs relating to the retrofit process.
- Provide weekly figures to the management team using Filemaker and Microsoft Power BI.
- Send completion documents to the client as part of our contractual requirements with them. This includes all relevant documents to support our contractual obligations.
- Create reports for stakeholders, including precise details of work completed and contractual information relating to the energy efficiency improvement, CO2 savings, measure impact and cost effectiveness.
- Audit completed work, checking accuracy of the improvement options and condition reports.
- Attend regular meetings with internal teams and external sub-contractors, assessing existing volume of work and forecasting future workloads or prioritizing projects.
- Input all necessary files required into our computer management system.
- Upload and download any additional documents required to support the Retrofit Coordinator in making a compliant Trustmark lodgment and for internal and external auditing planning.
- We expect the successful candidate to complete appropriate training and complete upskilling training to become qualified in Level 3 Certificate in Domestic Retrofit Advice.
- Liaise with finance and process monthly coordinator service invoices in preparation for authorisation.
- Facilitate the efficient delivery of the service.

### **4. Other duties as required**

- Any other relevant duties that may be reasonably specified by the Head of Retrofit Centre of Excellence.

### **Key contacts**

- Colleagues across Warmworks
- Representatives of Warmworks' supply chain
- Representatives of client organisations
- External agencies and suppliers

<b>Person specification</b>		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
<b>Qualifications</b>		
Level 2 Understanding domestic retrofit		✓
Level 3 Certificate in domestic retrofit advice		✓
<b>Experience</b>		
Experience of working in an admin role	✓	
Previous experience of inputting/updating a database	✓	
Experience of Outlook packages (Excel, Word, Outlook)		✓
<b>Skills</b>		
Ability to work independently and as part of a team	✓	
Excellent customer service skills	✓	
Excellent organisational and administrative skills	✓	
Excellent attention to detail	✓	
IT literacy	✓	
Ability to meet and exceed customer expectations	✓	
Ability to develop and influence others	✓	
<b>Knowledge</b>		
Energy efficiency and retrofit		✓
Understanding of dealing with and managing complaints	✓	
<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>		
Access to home broadband for syncing with office systems	✓	
A commitment to equality and diversity	✓	

<b>Staff Expectations of Management Experience</b>
<p>The post holder should expect and be open to</p> <ul style="list-style-type: none"> <li>• Effective leadership</li> <li>• A positive, honest, and enthusiastic working environment</li> <li>• Being supported and empowered to effectively achieve objectives and goals within your role</li> <li>• To be treated fairly and with respect</li> </ul>

- 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 may be required, for which time off in lieu will be given
- Although qualifications are not essential for this post and training will be provided, the successful applicant will be required to achieve a Level 3 Certificate in Domestic Retrofit Advice as soon as practical and time will be provided during working hours to learn towards achieving this qualification. This qualification may become a mandatory requirement for this role in 1-2 years