



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 Technical Manager
Job reference	WW-RfCoE-RTM
Location	Edinburgh (flexible as required)

The application process	
Application deadline	14 February 2025
Interview date	Week commencing 24 February 2025
Interview location	Edinburgh
Interview format and length	Panel interview lasting no longer than one hour

Contact details	
Completed application forms for this job	recruitment@warmworks.co.uk or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	recruitment@warmworks.co.uk
For an informal discussion about this job	ewan.mccafferty@warmworks.co.uk

About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Sureserve Energy Services UK Limited.

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 40,000 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.

Job Description	
Job title	Retrofit Technical Manager
Job reference	WW-RfCoE-RTM
Salary and grade	up to £42,000 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

General terms and conditions
<ul style="list-style-type: none"> • There are no overtime payments for this post. • 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. • All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.

Responsible to	Head of the Retrofit Centre of Excellence
Responsible for	Retrofit Advisors

Purpose of the job	The Retrofit Technical Manager (RTM) will act as the lead on all Local Authority permission submissions across multiple contracts. The RTM will be a subject matter expert across the business and externally on all matters relating to PAS 2030 compliance and all related/successor standards. They will help drive the Retrofit Centre of Excellence in a way that implements, maintains and leads the industry standards into all parts of Warmworks' operations.
Main objectives and goals	<ol style="list-style-type: none"> 1. Assess and advise on planning applications, listed building consents and conservation areas for various contracts for Warmworks 2. Where applicable, survey and generate necessary drawings (CAD) to support applications 3. Responsible for engaging the Retrofit Team in the process and utilising resources effectively 4. Monitor progress of ongoing referrals and report back to internal management structure 5. Play an effective role in the wider management team, helping deliver the organisation's wider strategic objectives and supporting other functions and contracts as required.

1. Assess and advise on; planning applications, listed building consents and conservation areas on various contracts for Warmworks

<ul style="list-style-type: none"> • Liaise with relevant stakeholders (internal teams, local authorities, etc) regarding the planning applications, listed building consents and conservation area permissions • Assess feasibility of measures against the necessary LA permissions • Provide technical and informed guidance on how best to approach various LA permissions • Liaise with and build relationships with stakeholders to drive efficiencies in this process
<p>2. Where applicable, survey and generate necessary drawings (CAD) to support any necessary applications</p>
<ul style="list-style-type: none"> • Visit site and gather information; measurements, data and photographs to be able to generate CAD drawings of the property – ‘as existing’ and ‘proposed.’ • Generate relevant, competent drawings of the existing property and any proposed works • Create and lodge competent, robust planning / listed building applications
<p>3. Responsible for engaging the Retrofit Team in the process and utilising resources effectively</p>
<ul style="list-style-type: none"> • Engage the team to assist with site surveys and drawing creation • Responsible for developing skills across the team to ensure the process is managed effectively • Manage end to end processes from survey to submission utilising team resource where appropriate.
<p>4. Monitor progress of ongoing referrals and report back to internal management structure</p>
<ul style="list-style-type: none"> • Track and report on the status of existing applications. • Forecast and plan resource utilisation to effectively manage a smooth workflow of applications • React effectively to challenges from Local Authority and internal stakeholders
<p>5. Play an effective role in the wider management team, helping deliver the organisation’s wider strategic objectives and supporting other functions and contracts as required</p>
<ul style="list-style-type: none"> • Establish and maintain positive relationships with your team, communicating openly and honestly in line with our values • Act as an internal ambassador for the Retrofit Team and ensure it is appropriately represented and integrated within Warmworks suite of contracts and obligations • Act as an influencer, advocate and leader behind Warmworks wider corporate growth strategy as part of the Management Team

<p>Key contacts</p>
<ul style="list-style-type: none"> • Head of the Retrofit Centre of Excellence • Customers • Stakeholders • LA Planning officers • External sub-contracted Architects • Retrofit Advisors • Retrofit Assessors • Retrofit Coordinators • Installers • Sub-contractor coordinators

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Level 5 Diploma in Domestic Retrofit Coordination and Risk Management		✓
BS7913 Level 2 Traditional Buildings		✓
Degree / HNC / HND or equivalent in Architecture / Architecture related field OR demonstrably equivalent experience	✓	
Experience		
Experience in surveying existing dwellings	✓	
Experience in generating and submitting planning and listed building consents	✓	
Experience in Retrofit Co-ordination		✓
Experience working with internal and external stakeholders / colleagues	✓	
Experience leading junior staff members		✓
Skills		
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	✓	
Ability to develop and influence others	✓	
Excellent time management and self-motivational skills	✓	
Knowledge		
Knowledge of PAS:2035 and associated standards		✓
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		✓
Personal qualities and attributes		
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	✓	
Additional requirements		
Full valid driving licence or other ways of fulfilling the mobility requirements of the job	✓	

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 and 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, quarterly review and associated processes
- Having the opportunity to feedback to manager regularly and through the quarterly 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 to provide the best possible outcomes over a wide range of contracts

Special conditions

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