

## Job Profile

### BWCE Retrofit Service – Lead Assessor

#### 1. Job Purpose

Now is the time to upgrade our homes to reduce bills and tackle the escalating climate crisis. Bath & West Community Energy, a well-established not-for-profit with strong local knowledge and deep roots in our community, is well-placed to rise to this challenge. We have succeeded in scaling up renewable energy generation in our area and must now address energy demand.

We are setting up a retrofit service to launch in November 2023. Our service will be centred on carbon reduction and social benefit whilst responding to the needs of our outstanding built heritage. We will collaborate with others to provide ongoing support for residents throughout their retrofit journey, whatever their starting point. We are looking for an experienced home energy assessor and built environment professional to lead delivery of home energy assessments within BWCE's new Retrofit Service.

The Lead Assessor will form a key part of the Retrofit Service. There are two elements to this role. Firstly, delivering home energy assessments, both detailed retrofit plans and thermal imaging assessments. Secondly, building our service by developing and managing strong relationships with our customers and others involved in retrofit provision, including through educational and promotional activities.

#### 2. Terms and Conditions

<b>Hours</b>	This role will be four days a week: 30 hours a week. There will be an ongoing commitment to flexible working.
<b>Rate of Pay</b>	£35,500 per year, pro rata for the days worked per week
<b>Holidays</b>	25 days per calendar year plus Bank Holidays, pro rata for days worked
<b>Pension</b>	BWCE offers a workplace pension scheme, currently with a 5% Employer contribution and 5% Employee contribution, that will start on satisfactory completion of the 3-month probationary period.

<b>Work Location</b>	Working from home in the Bath or surrounding area, with the post-holder able to join the team for co-working if desired, at The Guild, High Street, Bath on Thursdays.
<b>Working Hours</b>	This role will involve some out of hours work on weekends and evenings to deliver retrofit services and attend and present at events.
<b>Contract Length</b>	1 <sup>st</sup> July 2023 to 31 <sup>st</sup> March 2025, with potential to extend subject to funding.
<b>Probation Period</b>	6 months
<b>Reporting</b>	This post will report to BWCE's Retrofit Service Manager.
<b>Start Date</b>	As soon as possible from July 2023

### 3. Bath & West Community Energy

Bath & West Community Energy is a not-for-profit Community Benefit Society (a type of co-operative). Since 2010 when it was set up, BWCE has built over 13 MW of community owned solar power systems and one small hydro scheme, enough power to meet the equivalent annual electricity demand of around 4,500 homes. For more information see [www.bwce.coop](http://www.bwce.coop).

During this time BWCE has distributed over £330,000 of surplus income via its [independent community fund](#) to support further community action on carbon reduction and fuel poverty.

BWCE is working to put people at the heart of the energy transition, placing ownership and control of energy in the hands of consumers via clean energy projects that actively involve and benefit local communities.

Our vision is for an energy system where:

- Local people can buy low-cost, clean energy direct from local energy projects.
- Local people from all walks of life are enabled to upgrade their homes to reduce bills and carbon emissions.
- Energy projects are owned and shaped by their communities – giving local people a voice in decision-making, and a stake in local projects.
- Collective action helps drive social change around energy behaviours and drives down energy demand.
- A more flexible grid, with storage and demand shifting, maximises the use of intermittent renewable energy and removes the need for fossil fuels.

Community energy rests at the centre of this vision by harnessing local capital, generating returns that recycle into the local economy, increasing the profile of local energy supply and shining a spotlight on how and when we use energy on a day-to-day basis.

#### **4. BWCE's Retrofit Service**

From our strong foundation of renewable energy generation, we can now move to tackle another urgent element of the energy transition, domestic energy demand. We have an imperative to act now, with high energy bills, worsening fuel poverty and an escalating climate crisis expanding the public demand for energy efficient homes. Our retrofit service, launching in November 2023, will provide robust, independent, locally rooted support for homeowners. We will enable those who can afford to retrofit their homes to do so through paid services, with an intention of scaling the service and using surplus revenue to support the growing numbers of people who are at risk of fuel poverty.

The initial focus on the Retrofit Service will be to offer home energy assessments to households in the Bath and West area. We are currently exploring relationships with different home energy assessment platforms. On-the-job training will be provided in delivery of assessment using these platforms, as well as on the retrofit of historic buildings.

This is a crucial time for retrofit, with subsidies currently available from the West of England Combined Authority (WECA) to support retrofit assessments, grant funding secured by BWCE to establish and test its delivery model, and an Open Homes weekend scheduled for November providing the perfect opportunity to soft-launch the Service.

## **5. Lead Assessor Role – Principle Tasks**

Reporting to the Retrofit Service Manager, the Lead Assessor will form a key part of the public face of the Retrofit Service, with the principal tasks as follows:

### **A. Home Energy Assessment**

Delivery of home energy assessments for householders which will include the following:

- Physical data collection within households: measuring and identifying elements including walls, windows, doors, floors, roofs, heating and ventilation systems etc. Including estimating construction type, material, age and collection of energy use data.
- Qualitative data collection: interview with householder to explore occupation patterns, preferences and future plans for their home.
- Population of home energy assessment tool with qualitative and quantitative data, running the energy model to accurately establish current performance.
- Creation of contrasting retrofit scenarios, outlining potential retrofit measures from a library and modelling the impact of these scenarios on energy performance.
- Use of a thermal imaging camera and interpretation of results for homeowner.
- The Lead Assessor will need to be able to put householders at their ease and appropriately answer any questions posed. The role is analogous to the Retrofit Assessor role in PAS2035 and with an emphasis on real world experience of retrofit.

### **B. Communications and Promotion**

- Promoting the Retrofit Service through a range of activities including local stalls, talks and community events.
- Supporting community 'retrofit clusters' (e.g., helping them to develop join plans or sharing survey findings with each other).
- Provision of basic energy advice where necessary to residents and householders.
- Contributing to social media and website content e.g., through occasional blog posts / articles on aspects of energy efficient retrofit.

### **C. Customer Management**

- Responding to phone and email enquiries and referrals for the Retrofit Service (in support of responsiveness KPIs).
- Inputting customer data to the Retrofit Service Customer Relationship Management (CRM) system on an ongoing basis.
- Communication with householder to confirm assessment bookings and manage the customer journey.

## 6. Person Specification

Our ideal candidate for the Lead Assessor role will be able to demonstrate the characteristics below. The selected candidate will undergo a Disclosure and Barring Service (DBS) check as part of the probation process and prior to undertaking in-person energy advice: role will be able to demonstrate the following essential and desirable skills, experience and characteristics:

- A. **Customer Service** – you will be engaging in front line communications with customers, and must have excellent attention to customer care, to demonstrate this through experience of customer-facing roles, in particular dealing with private households/owner occupiers.
- B. **Retrofit Experience:** Experienced in retrofit, including of traditional and historic buildings – with knowledge of appropriate retrofit measures, including traditional materials, their building energy performance, and the listed building consent process, including:
- Experience of carrying out accurate measured surveys of existing buildings.
  - Understanding of building physics, including the thermal and moisture performance of different materials and construction assemblies, especially in relation to historic buildings and natural / traditional building materials.
  - Understanding of building services, including the different heating and ventilation systems available and likely to be present in domestic settings, how they operate and how they are controlled.
  - Understanding of the whole house and fabric first approaches to domestic retrofit.
  - Experience of energy assessment tools and models such as SAP (full version), and of carrying out accurate measured surveys of existing buildings. It is

desirable to have experience of other energy assessment tools: PHPP, BREDEM, rdSAP.

- C. **Flexibility:** Ability to work within a dynamic team testing innovative new approaches to retrofit in a growing organization – you'll be flexible and a strong team player.
- D. **Organisation:** Comfortable managing and prioritising your own workload – you'll have excellent organisational and time management skills.
- E. **Public Communication:** You'll be happy to give talks and presentations and participate in the delivery of training and outreach activity as required.
- F. **Excellent attention to detail** – for the accuracy and efficiency of the work you will need to collect lots of pieces of data with minimal or no errors. This includes excellent arithmetic and mathematical skills – to be able to check for errors and assumptions in spreadsheet tools.
- G. **Self-motivated**, able to work independently and prioritising your own workload, and a collaborative team player.

## 7. Qualifications

Our ideal candidate for the Lead Assessor role will have the following essential and desirable qualifications:

### ***Essential***

Undergraduate Qualification in Built Environment (building surveying, architecture or architectural technology, engineering), or equivalent demonstrable experience in industry.

### ***Desirable***

- A. PAS 2035 Retrofit Assessor qualification
- B. Domestic Energy Assessor accreditation
- C. Academic or professional qualification in a built environment discipline that demonstrates good understanding of building physics and or services.
- D. Retrofit specific qualification – e.g. AECB CarbonLite Retrofit, PAS 2035 Retrofit Coordinator.

## 8. Application Process

To apply for this role, please complete the application form downloadable from the 'Jobs' page of the [www.bwce.coop](http://www.bwce.coop) website. Please respond to the Person Specification criteria using the STAR method – Situation, Task, Action, Result. CVs and cover letters are not accepted.

We are rapidly mobilising on our retrofit service. Below are the key dates:

- Application Deadline: Monday 10<sup>th</sup> July, 11am.
- Invitation to interview to be issued the afternoon/ evening of the 10<sup>th</sup> July.
- Interview dates (please hold clear):
  - Wednesday 12<sup>th</sup> July 9am – 1pm
  - Thursday 13<sup>th</sup> July 9am – 3pm

Bath and West Community Energy is an equal opportunity employer and encourages applications from individuals of all backgrounds. We look forward to seeing your application for this unique and exciting opportunity.