

Job Profile

BWCE Retrofit Service - Retrofit Coordinator

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.

There are two core elements to the Retrofit Coordinator role; firstly, delivering high-quality retrofit assessments and coordination through exemplary customer service and secondly project managing grant funded pump-priming projects in partnership with local stakeholders. Our Retrofit Coordinator will work closely with our existing Retrofit Service Manager and our Lead Assessor who we are recruiting in parallel. Our Retrofit Coordinator will shape a service that truly benefits the community, working in a positive, collaborative and dynamic team.

2. Terms and Conditions

Hours	This role will be three days a week; 22.5 hours. There will be an ongoing commitment to flexible working.
Rate of Pay	£40,000 per year, pro rata for the days worked per week
Holidays	25 days per calendar year plus Bank Holidays, pro rata for days worked
Pension	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.

Work Location	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.
Working Hours	This role will involve some out of hours work on weekends and evenings to deliver retrofit services and attend and present at events.
Contract Length	1 st July 2023 to 31 st March 2025, with potential to extend subject to service development and/or funding.
Probation Period	6 months
Reporting	This post will report to BWCE's Retrofit Service Manager.
Start Date	As soon as possible in 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.

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. Retrofit Coordinator Role – Principle Tasks

Reporting to the Retrofit Service Manager, the Retrofit Coordinator will form a key part of the public face of the Retrofit Service. The initial emphasis will be project management and service set up, with assessment and retrofit coordination forming a larger part of the role during the later months. The principal tasks as follows:

- A. Project managing grant funded partnership projects, coordinating with colleagues and partners to achieve the grant funded milestones and deliverables, with a focus on listed and historic buildings.
- B. Development of resources that educate and motivate residents and built environment professionals through the process of retrofit with a focus on listed building retrofit. To include videos, events and written resources.

- C. Speaking at community events and delivering advice e.g., at advice surgeries for listed buildings.
- D. Contributing to social media and website content e.g., through occasional blog posts / articles on aspects of energy efficient retrofit.
- E. Delivering whole house energy assessments. Tasks will include:
 - 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.
- F. Delivering lighter-touch thermal imaging assessments.
- G. Delivering retrofit measure procurement support for residents who wish to progress from survey stage to installation of selected retrofit measures. Tasks will include:
 - Requesting quotes from local accredited installers on the householders behalf.
 - Reviewing quotations and assessing suitability.
 - Making recommendations and discussing with client.
- H. Delivering retrofit coordination services in line with PAS 2035 principles for residents who wish to go beyond procurement stage to encompass the whole retrofit journey. Tasks will include:
 - Managing contractor relationships.
 - Overseeing installation.
 - Monitoring quality of work carried out.
 - Ensuring necessary compliance.
- I. Other services as necessary to help the development and growth of BWCE's Retrofit Service.

6. Person Specification

Our ideal candidate for the Retrofit Coordinator 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:

- A. **Project Management:** An excellent project manager – with a proven track record of delivering complex multi partner projects on time and on budget with great attention to detail.
- B. **Retrofit Experience:** Highly 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. This can include:
 - Experience of retrofit coordination process, ideally in relation to historic buildings and with experience of the listed building consent process.
 - 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.
- C. **Customer Service:** Efficient, professional and reliable with excellent customer management skills – with a commitment to delivering a high-quality outcome for residents.
- D. **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.
- E. **Organisation:** Comfortable managing and prioritising your own workload – you'll have excellent organisational and time management skills.
- F. **Public Communication:** You'll be happy to give talks and presentations and participate in the delivery of training and outreach activity as required.

7. Qualifications

Our ideal candidate for the Retrofit Coordinator role will have the following essential and desirable qualifications:

Essential

- A. You will hold the Level 5 Diploma in Retrofit Coordination and Risk Management (or be enrolled in a training programme for this Diploma or able to demonstrate substantial equivalent experience within the retrofit sector).

- B. Undergraduate qualification in built environment discipline (building surveying, architecture or architectural technology, engineering, historic buildings), or equivalent demonstrable experience in industry.

Desirable

- A. Domestic Energy Assessor accreditation
- B. Academic or professional qualification in a built environment discipline that demonstrates good understanding of building physics / services / historic building conservation.
- C. Retrofit specific qualification – e.g. AECB CarbonLite Retrofit, Retrofit Coordinator, Retrofit Assessor.
- D. Qualification/s in Historic Building retrofit

8. Application Process

To apply for this role, please complete the application form downloadable from the 'Jobs' page of the 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 10th July, 11am.
- Invitation to interview to be issued the afternoon/ evening of the 10th July.
- Interview dates (please hold clear):
 - Wednesday 12th July 9am – 1pm
 - Thursday 13th 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.