



Job Profile

Home Energy Team Leader

1 Job Purpose

Are you an experienced professional in sustainability and the built environment, driven to address the pressing challenges of the energy and climate crises? Would you like to apply your expertise in a respected, not-for-profit community business with a strong local presence and growing impact?

We are currently seeking a Home Energy Team Leader to oversee and develop our Home Energy team. This is a unique opportunity to lead a skilled and committed group of professionals who are helping local residents improve the energy efficiency of their homes and reduce their carbon footprint.

Launched in September 2024, our Home Energy Service provides high-quality, paid advice and practical support to homeowners. The service operates alongside a range of grant-funded projects designed to inspire and enable action.

As a non-profit community business, we maintain strong relationships with other mission-led organisations and Bath & North East Somerset Council. We are recognised for our innovative and collaborative approach, and we are preparing to launch new services in September 2025.

In this role, you will manage a motivated team of energy experts, ensuring excellence in both customer service and technical delivery. You will also play a key role in shaping and evolving our service offering in response to community needs and environmental priorities.

If you have management experience, a strong technical background, a passion for sustainability, and a commitment to community-focused work, we encourage you to apply.

2 Terms and Conditions

Salary	£42,500 per year
Hours	This role will be five days a week, or 37.5 hours per week, with an ongoing commitment to flexible working. This role will involve some out of hours work on weekends and evenings to deliver retrofit services and attend and present at events.



Holidays	25 days per calendar year plus Bank Holidays
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.
Vitality	After successful completion of probation, employees can opt into the BWCE the Vitality Healthcare plan including some cover for dental and optical care.
Training	We fund all our energy advice staff to qualify to Level 3: Retrofitting Historic Buildings if they have not done it already and provide on-the-job training in our survey methods.
Work Location	We have a hybrid and flexible working policy. For desk-based time, we have a preference that staff work from our central Bath office 50% of the time, on team days and as agreed.
Contract Length	June 2025 to 30 th April 2027, with potential to extend subject to funding.
Probation Period	3 months
Reporting	This post will report to the Home Energy Service Manager
Start Date	As soon as possible from June 2025

3 Bath & West Community Energy

Bath and West Community Energy (BWCE) is a not-for-profit community business, committed to putting people and communities at the heart of the energy transition to zero carbon. We are a member-led organisation and the majority of our members are local people. Our vision is for an energy system where:

- People are empowered to improve the efficiency of their homes and use renewable energy at the time it is produced.
- People can buy low-cost, clean energy direct from local energy projects.
- Energy projects are owned and shaped by their communities

Founded in 2010, our first mission was to install community-owned renewable energy. Through schemes including solar panels on schools and larger solar fields, we now generate enough renewable energy to meet the equivalent annual electricity demand of around 5000 homes. This is rapidly growing with a strong pipeline of future projects.



As a community benefit society, we distribute excess revenues from our renewables to local projects that tackle the climate crisis and fuel poverty. So far, we have distributed over £430,000 of surplus income into our [independent community fund](#) which has made grants to over 100 community projects.

BWCE's Home Energy Service

Building on our success with renewables, we recently set up a Home Energy Programme to help residents reduce their energy use, bills and carbon emissions. This includes our new Home Energy Service which offers several types of paid energy assessment and post-assessment support, tailored to meet local and individual needs.

On-the-job training will be provided in our methodologies, which currently include an in-depth and lighter touch retrofit survey, heat pump surveys and listed building surveys. We intend to add air tightness testing and thermal imaging in Autumn 2025 along with a broader range of pre and post-survey support. The service has been successful so far with around 150 surveys delivered, and has been enthusiastically received by local people.

We also run grant-funded projects to help a wider range of people. So far, we have run successful Open Homes events, worked closely with Bath & North East Somerset Council to help owners of listed buildings, are running a heat pump market development project and are offering special support to groups of homeowners through our Home Energy Neighborhoods scheme. We maximise our impact by working with a wide range of other organisations, sharing knowledge, methods and resources.

5. Principal tasks

- Manage, recruit and oversee the training of expert staff and freelancers to provide a range of home energy advice, assessments and support. We currently have 3 part time staff and 4 part time freelancers.
- Conduct retrofit assessments.
- Quality assure retrofit assessments produced by team members, ensuring they are accurate, concise, timely and reflective of the customer's needs.
- Manage our Retrofit Coordination service, ensuring quality, managing risks and providing an excellent service for customers.
- Work closely with delivery partners such as Retrofit West
- Ensure that impact is evaluated and analysed, including number and type of measures installed following our interventions, their carbon and financial savings, and qualitative feedback on customer experience.

6. Person specification

Essential knowledge, experience, skills & attributes:



A. **Retrofit Assessment Experience**, including:

- Experience of using 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.
- 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, and the role of heat pumps.

B. **Qualified to PAS2035 Level 5 Retrofit Coordinator** or equivalent

C. **Team management experience** including training, performance management and resource planning. We aim for our leadership style to be collaborative, empowering, agile and goal oriented and seek leaders who can bring out the best in their teams.

D. **Customer Service experience** – you will enjoy talking to people in person and on the phone, be proactive about customer care and able to advocate for householders to ensure their needs are met.

E. **Computer literate** - proficient with Microsoft Office and confident in learning new apps and technologies

F. **Organised** - Comfortable managing and prioritising your own workload and supporting your team to do the same. You'll be goal oriented and a forward planner with excellent organisational and time management skills.

G. **Excellent written skills** including the ability to translate technical information into plain, concise and compelling English

Desirable knowledge, experience, skills & attributes:

H. Relevant degree level or equivalent qualification in Built Environment (building surveying, architecture or architectural technology, engineering)

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.

Below are the key dates:

- Application Deadline: Tuesday 27th May at 5pm.
- Interview dates (please hold clear): 10th and 11th June.

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.

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.