



## **Local Retrofit Co-ordination Officer (Sheffield Hub) - R70**

**Location: Sheffield**

**Full Time (37 hours per week)**

**Fixed Term Contract – 2 years**

### **Job Details**

#### **Background information on NEA**

National Energy Action (NEA) is the leading national fuel poverty charity.

NEA is the national charity that works to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help those on low incomes or who are vulnerable to stay affordably warm and well. NEA works in partnership with central and local government, energy and water utilities, housing providers, consumer groups and voluntary organisations, to promote energy efficiency with the aim of bringing social, environmental, housing and employment benefits to communities. NEA currently employs over 160 staff at our national headquarters in Newcastle upon Tyne and in regional offices across England, Wales and Northern Ireland.

NEA achieves its objectives through:

- Developing and managing practical projects which demonstrate innovative ways of tackling fuel poverty and bringing the wider benefits of energy efficiency to communities.
- Undertaking research and analysis into the causes and extent of fuel poverty and the policies which address the problem.
- Providing advice and guidance on good practice in delivering energy efficiency services to households.
- Developing national qualifications and managing their implementation to improve the standards of practical work and the quality of energy advice.
- Campaigning to ensure social and environmental objectives are brought together under national energy efficiency programmes.

Please visit our website at [www.nea.org.uk](http://www.nea.org.uk) to find out more about our work.

## NEA's structure

NEA is governed by a Board of Trustees and headed up by its Chief Executive Officer. The Charity comprises five distinct Directorates:

- Policy and Advocacy
- Support Services
- Communities
- Development & Partnerships
- Homes.

### NEA – delivering projects and services

NEA seeks to advise and support householders directly via a range of projects delivered by the Directorates of Communities, Development and Partnerships and Homes. These teams deliver a varied programme of work throughout England and Wales and each directorate's broad responsibilities are set out below. Individual projects may have different objectives, but all aim to offer advice and support services directly to householders or to frontline staff working with vulnerable and fuel poor householders. We deliver accredited training courses, income maximisation, energy efficiency advice and technical services. Responsibilities of the three directorates are divided as follows:

NEA Practical project Design and Delivery		
Communities	Development and Partnerships	Homes
<ul style="list-style-type: none"> <li>• Community Engagement</li> <li>• Consumer household energy advice</li> <li>• Operational Partnerships</li> <li>• Incomes Maximisation and Benefits Advice</li> </ul>	<ul style="list-style-type: none"> <li>• Training, Skills and Education</li> <li>• Innovation</li> <li>• Quality Assurance and standardisation</li> <li>• Strategic Stakeholder engagement</li> <li>• Engagement with Smart Meter Roll Out</li> </ul>	<ul style="list-style-type: none"> <li>• Energy efficiency and retrofit</li> <li>• Technical and innovative project development delivery and evaluation.</li> </ul>

NEA obtains sponsorship and funding from a range of sources to enable the charity to meet its objectives to work with public, private and community sector partners to develop innovative projects which seek to establish good practice in bringing affordable warmth solutions to low income and vulnerable households. Lessons learned from project delivery are evaluated to inform NEA's policy recommendations to central and local government, consumer bodies or other partners. The Directorates consist of staff with a range of skills, including specialisms in community engagement and partnership development, technical understanding of energy efficiency measures, training delivery and skills development (including examination and assessment), fuel debt advice and the health impacts of fuel poverty.

## About the post

National Energy Action (NEA) has recently secured funding to develop a new pilot project that aims to help local people reduce their heating bills, create healthier homes, and be ready for the transition to net zero. Over two years, a local retrofit hub will be established in three different locations, each with two members of staff who will help build trust, provide guidance and support, harness opportunities, and empower local people to achieve and benefit from change. The key will be to work at the heart of the community to encourage / support / enable householders to take up existing grants for energy efficiency measures but in addition, practical (funded) assistance will be available to enable retrofit works and to offer additional non-funded support as necessary. As well as the important benefits to participating households, this demonstration project will provide valuable insight into the attitudes of low-income householders towards energy efficiency improvements, highlighting challenges and barriers to retrofitting energy efficiency measures into the homes of those who need it most. NEA intends to utilise the knowledge gained (positives and negatives) to inform and influence those who make the decisions and design key national energy efficiency campaigns.

The Local Retrofit Co-ordination Officer will be one of two staff based in, and working to establish, a new local retrofit hub in Sheffield. We are also recruiting for a Local Retrofit Support Officer in the same location (job ref R71). The Local Retrofit Co-ordination Officer will carry out development work to understand the make-up of the local area, the housing stock, existing networks and strategies and to identify gaps in provision. They will be responsible for identifying opportunities for significant schemes such as ECO to be implemented on a larger scale and to build partnerships with organisations working locally where they can add to the retrofit experience. Through the action taking place in the community, the Local Retrofit Co-ordination Officer will build local capacity with installers and supply chains to deliver energy retrofit measures in a supportive environment. They will also co-ordinate or deliver advice and events in the community to householders and/or others to raise awareness of retrofit practice and technologies as well as to inform and demystify. Impeccable customer service will be at the heart of all community engagement.

The Local Retrofit Co-ordination Officer will work alongside other NEA departments to share experiences and learnings and to assist with the progression of other elements of the project. They will be expected to identify local/regional funding opportunities and assist NEA's Fundraising and Partnerships team to produce proposals where applicable.

NEA's Local Retrofit Co-ordination Officer role sits in the Directorate of Homes and will report to the Community Retrofit Project Manager.

This vacancy is for 1 x Local Retrofit Co-ordination Officer in our local retrofit hub in Sheffield. We are also recruiting for a Local Retrofit Co-ordination officer to be based in Blackburn, Burnley or Hyndburn (exact location TBC) (job ref R74).

Local Retrofit Co-ordination Officers will have experience working in energy retrofit, community development and regeneration or housing sectors. They will also be an

excellent communicator with experience and understanding of how to effectively address the energy needs of low income, vulnerable or disadvantaged householders – with the desire to make a positive difference to people’s lives.

## Term and Conditions of Employment

<b>Salary:</b>	The salary range is <b>£32,641 – £37,304 per annum</b> , Scale SO1 – SO2, points 23 – 28. Staff usually commence on the starting point of the scale.
<b>Hours of work:</b>	Full time hours – full time is 37 hours per week, Monday to Friday on a flexi-time basis. <ul style="list-style-type: none"><li>• In the event of work undertaken on evenings or weekends, and which may involve travel away from the office, time off in lieu of payment is given.</li></ul>
<b>Contract:</b>	Fixed Term Contract for 2 years
<b>Holidays:</b>	25 days, plus 3 additional days in the Christmas/New year period, plus all public holidays per annum.
<b>Pensions and other Benefits:</b>	NEA offers a money-purchase, non-contributory pension scheme. 11½% of basic salary will be paid by NEA into the pension. NEA also offers death-in-service cover to state retirement age and enhanced sick pay.
<b>NEA also offers:</b>	Flexible Working, Enhanced Family Friendly payments (e.g., Maternity, Paternity and Adoption Entitlements), Eye Test Payments, Bicycle Loans and an Employee Assistance Programme.
<b>Office:</b>	This post will be based in the nominated local retrofit hub. Post-holders must be resident within the UK and be able to prove their right to work in the UK. Post holders must also be willing to travel throughout the UK, including overnight stays as appropriate.

## Interviews

Interviews will be held in the 2 weeks commencing 29 July 2024. Full details will be provided to candidates invited to interview.

We regret that only short-listed candidates will be contacted. If you have not heard from us within 4 weeks of the below closing date, please assume that your application has been unsuccessful.

## Application Procedures

Applications should be submitted on an NEA [application form](#). Please quote reference number R70. Use this form to detail why you are interested in the post, your qualifications, experience, and any other relevant information. You might find this [guidance](#) useful  
**Unfortunately, we are unable to accept CVs.**

For an informal chat about this vacancy please contact NEA's Director of Homes, Colin Timmins on 07355 091268 or Lorraine Donaldson on 07714 294025

The closing date for applications is 12 noon on 22 July 2024.

**How to apply** - Apply Online by clicking [here](#). If you would like the application form in another format, please email [jobs@nea.org.uk](mailto:jobs@nea.org.uk)

**NEA aims to be an equal opportunities employer. We welcome applications from any applicant who has the necessary skills and experience for the post. Charity Registration No. 290511. Company Registration No: 01853927**

## JOB DESCRIPTION

**Post:** Local Retrofit Co-ordination Officer

**Responsible to:** Community Retrofit Project Manager

### Responsibilities:

1. Support the establishment of the pilot local retrofit hub through a positive and exploratory approach.
2. Work extensively within the local community to build trust in the work in the team and engagement in the benefits of retrofit.
3. Establish an open and accommodating approach to working with local people and organisations, with excellent standards of customer service.
4. Build and maintain partnerships with organisations working locally (and externally) where they can add to the retrofit opportunity and where we can help them be successful.
5. Conduct a survey of local area to identify house types, appropriate retrofit approaches or technologies, and heat decarbonisation plans (e.g. heat network opportunities, electrical supply suitability).
6. Undertake or co-ordinate advice and community events to raise awareness of retrofit practice and technologies to inform and de-mystify.
7. Build capacity with local installers and supply chains to support action taking place in the community.

8. Work with the Community Retrofit Project Manager and other NEA departments to share experiences and learnings and to assist with the development of other elements of the project.
9. Identify local/regional funding opportunities and assist NEA's Fundraising and Partnerships team to produce proposals where applicable.
10. Produce regular written reports on project progress and achievements for project funders and for NEA management, including final reports detailing project achievements and outcomes.
11. Promote the work of NEA as widely as possible, in accordance with procedures agreed with partners, funders and NEA's Communications & External Relations Directorate.
12. Represent NEA at appropriate meetings, forums and events.

# PERSON SPECIFICATION

**Post: Local Retrofit Co-ordination Officer**

**Candidates should meet the following requirements for the post:**

**Essential Requirements**

1. Experience working in one of; energy retrofit, community development and regeneration, or housing sectors
2. Experience in working with a variety of organisations working towards the same goal and developing strong partnerships.
3. Experience or demonstrable knowledge of providing excellent customer service for vulnerable households
4. Knowledge of energy efficiency, energy efficiency retrofit measures and grants available to householders.
5. Experience of the provision of advice/support to vulnerable or disadvantaged households.
6. Experience of producing written reports on project progress to funders and/or managers.
7. Knowledge of data security and protection, specifically in relation to client personal details.
8. Self-motivation and the ability to work with limited supervision.
9. The ability to work with a wide range of people and experience of working with low income and/or other disadvantaged groups.
10. Tact and diplomacy when liaising with a wide range of organisations, and ability to gain understanding of local needs and networks.
11. Excellent written and oral communication skills together a reasonable level of numeracy and keyboard skills in word processing.

**Desirable Requirements:**

1. Education to a degree level, equivalent qualifications, or relevant experience.
2. Knowledge of government policy as it relates to fuel poverty, home energy efficiency, decarbonisation, and net zero.

3. Experience of making successful funding bids.
4. Experience of setting up and running community-based projects from scratch.
5. Computing skills including word processing, spreadsheets and databases.