

JOB DESCRIPTION

JOB TITLE:	Energy & Retrofit Surveyor
GRADE:	6
REPORTING TO:	Environmental Manager
RESPONSIBLE FOR:	No Direct Reports

ROLE SUMMARY

To deliver an excellent experience for customers by delivering programmes which aim to tackle fuel poverty and increase energy efficiency.

The Energy Assessor will support the Environmental Manager in the delivery of the organisation programme of Energy Performance Certificates, as well as retrofit programmes by carrying out retrofit assessments.

This role forms a vital step in the delivery of our green ambitions by ensuring we meet our government targets by 2030 and 2050.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed upon as part of your review process, the points below are a summary of your main duties and responsibilities.

- Responsible for the accurate and efficient collection of data to generate Energy Performance Certificates in line with the programme and ensure all the data is captured in the relevant systems.
- Provide timely recommendations, reports and/or certification for Voids and Lettings teams and liaise with Neighbourhood teams in relation to providing advice on energy efficiency
- To provide specialist technical support in relation to energy and RdSAP across the business and competent technical advice on improvement measures as well as energy efficiency to support the customer journey.
- Provide effective support, to our customers both advisory and practical, to enable people to make positive changes to their behaviour and to improve the quality of their lives in relation to energy saving and wellbeing.

- Carry out PAS2035 retrofit assessments to support future retrofit decarbonisation programmes
- Working within the regulation guidelines under the Government accredited scheme, participation with Government audits when required and referring back to the accredited scheme to resolve any complex assessments
- Support with identification of and feeding into opportunities to gain external funding.
- Actively participate in the project meetings between internal and external stakeholders providing relevant reports.
- Support customers, through various interactions prior to work commencing. Use expertise and influencing skills to competently introduce and communicate the project benefits and assess the individual needs of the customer household.
- Work alongside managers in analysing and interpreting data (such as RdSAP data) to inform the relevant plans.
- Liaise and coordinate with partners and statutory bodies as appropriate.
- Book and schedule visits and respond to referrals in a timely manner
- Responsible for the effective collection of data relating to the Housing Health and Safety Rating System and the assessment/rating of stock
- Responsible for collecting property information in line with survey demands, including ad-hoc surveys in line with programme requirements and operating plans
- Responsible for diagnosing causes of defects relating to fabric and structural failure to domestic dwellings
- Ensure a customer-focused approach both internally and externally by providing the best quality service.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties. The nature of the post may require commitment outside of normal office hours, including working on evenings and occasionally at weekends when the needs of the Directorate require.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Relevant Domestic Energy Assessment qualification • Retrofit Assessor PAS 2035, or willing to work towards • NVQ Level 4/ HND/HNC/ Technical qualification level or equivalent or at least 2 years' experience in a similar role. 	<ul style="list-style-type: none"> • HNC in Construction related subject or equivalent • Evidence of further Continued Professional Development
Experience	<ul style="list-style-type: none"> • Experience in carrying out Energy Performance Certificates • Analysing and interpreting data • Use of computer software packages i.e. SAP, Elmhurst, Microsoft • Designing solutions for buildings in relation to energy performance • Customer focused approach in all aspects • Experience of basic understanding of construction. 	<ul style="list-style-type: none"> • Experience of energy efficiency projects • Completion of Retrofit Assessments to PAS20/35 standard. • Working with a variety of stakeholders to develop and agree solutions. • Experience of providing energy efficiency advice
Skills/knowledge	<ul style="list-style-type: none"> • Strong interpersonal skills, including being able to work with a variety of stakeholders to influence, persuade and present • Good organisational skills and ability to produce quality work to tight deadlines • Excellent communication skills, must be able to communicate very confidently both verbally and in writing and at all levels • A good understanding and use of IT packages e.g., spreadsheets, databases, word processing applications and stock condition databases. • Must hold a current driving licence and access to a vehicle. 	<ul style="list-style-type: none"> • Knowledge of the environmental agenda and the impact it has on customers and the business. • Has a passion for the environmental and is committed, enthusiastic in this field.