



Local Retrofit Support Officer (Blackburn, Burnley or Hyndburn Hub) - R75

Location: Blackburn, Burnley or Hyndburn

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

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 2 years, a local retrofit hub will be established in 3 different locations, each with 2 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 Support Officer will be one of two new staff based in, and working to establish, a new local retrofit hub in Blackburn, Burnley or Hyndburn (exact location TBC). We are also recruiting for a Local Retrofit Co-ordination Officer in the same location (job ref R74). The Local Retrofit Support Officer will assist householders to apply for energy efficiency retrofit measures and support them through the installation process providing impeccable customer service.

As someone with proven practical technical experience, they will be responsible for monitoring the quality and standards of energy efficiency retrofit measures installed in our clients' homes and, on behalf of the client, will manage third party installers working on the property. In addition, it is expected that the Local Retrofit Support Officer will directly install some smaller interventions/measures which are yet to be confirmed.

Working closely with the Local Retrofit Co-ordination Officer, 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 de-mystify.

NEA's Local Retrofit Support 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 Support Officer in our local retrofit hub in Blackburn, Burnley or Hyndburn (exact location TBC). We are also recruiting for a Local Retrofit Support Officer to be based in Sheffield (job ref R71).

Local Retrofit Support Officers will have proven technical experience working in energy retrofit or similar relevant sector. They will have a good understanding of 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

Salary:	The salary range is £32,641 – £37,304 per annum , Scale SO1 – SO2, points 23 – 28. Staff usually commence on the starting point of the scale.
Hours of work:	Full time hours – full time is 37 hours per week, Monday to Friday on a flexi-time basis. <ul style="list-style-type: none">• 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.
Contract:	Fixed Term Contract for 2 years
Holidays:	25 days, plus 3 additional days in the Christmas/New year period, plus all public holidays per annum.
Pensions and other Benefits:	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.
NEA also offers:	Flexible Working, Enhanced Family Friendly payments (e.g., Maternity, Paternity and Adoption Entitlements), Eye Test Payments, Bicycle Loans and an Employee Assistance Programme.
Office:	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 R75. 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 Monday 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

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 Support 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 of 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. Provide advice to householders on retrofit options for their homes, grant availability, and what would be involved from a practical perspective.
5. Assist householders to apply for energy efficiency retrofit grants and support them through the installation process
6. Monitor the quality and standards of energy efficiency retrofit measures installed in clients' homes and ensure that any issues are rectified
7. On behalf of clients, manage third party installers working on their property
8. Manage a budget for smaller measures and oversee local installers delivering these measures.
9. Implement opportunities for funding schemes to work on a larger scale, such as ECO being done on a street-by-street basis by engaging with householders and funding the householder contribution element.
10. Develop (with householders) a standardised logbook that can help them plan and keep track of retrofit works in their home.
11. Develop feedback loops/show homes so people can see the benefits that other people in their communities get from retrofit action.

12. 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.
13. Represent NEA at appropriate meetings, forums and events.

GRADE SO1 – SO2

PERSON SPECIFICATION

Post: Local Retrofit Support Officer

Candidates should meet the following requirements for the post:

Essential Requirements:

1. Practical experience working in one of the following sectors; home energy efficiency retrofit, building construction, or building services installation.
2. Knowledge of regulations and standards as they apply to the above sectors and an understanding of compliance requirements
3. Experience of working with householders to provide advice and/or support, ideally on home retrofit or energy efficiency.
4. Experience or knowledge of working closely with installer organisations (or similar) to manage work.
5. Experience of budget management and reporting.
6. Knowledge of data protection and security, particularly in relation to client personal details.
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8. Self-motivation and the ability to work with limited supervision.
9. The ability to work with a wide range of people from a range of organisations.
10. Excellent written and oral communication skills together a reasonable level of numeracy and keyboard skills in word processing.

Desirable Requirements:

1. Relevant technical qualifications and experience in construction, energy efficiency, heating systems, ventilation, electrical wiring or building safety.
2. Knowledge of energy efficiency, energy efficiency retrofit measures and grants available to householders.
3. Experience of the provision of advice/support for low income, vulnerable or disadvantaged householders
4. Experience in working with a variety of organisations working towards the same goal and developing strong partnerships.
5. Computing skills including word processing, spreadsheets and databases.