

**Job Code:** Retrofit Coordinator (Refurbishment)

**Reporting to:** Regional Refurbishment Director

**Purpose:** To ensure that our business is compliant with the PAS2035:2019 process across our retrofit projects. Provide both us and our clients with knowledge and support required from inception to completion.

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<b>Achieving Results</b>
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- Ensure end to end compliance with PAS2035:2019
- Support clients, review their stock and analyse EPC data
- Undertake or review retrofit assessments
- Develop retrofit plans in social housing
- Develop medium term improvement plans with our Clients
- Provide the necessary documentation compliant with PAS2035 upload to Trust Mark and share with Clients, consultants, installers and Lovell site teams as required
- Develop and maintain good levels of communication with all contract team members (internal & external), Clients and residents. Support, manage & maintain all relationships throughout the project
- Develop good working relationships with client representatives, retrofit assessors, designers and installers
- Monitor, evaluate and administer projects, conducting regular review meetings with Clients, project teams along with any specific requirements prescribed within funding such as SHDF/ECO etc
- Be able to offer practical solutions to retrofit designs that are 'buildable' within occupied environments
- Implement Lovell policies, standards and initiatives
- Act as a visible focal point on our retrofit projects
- Collaborate with the client, industry bodies, other supervisors and colleagues in the area to develop best practise and implement change. Listen to operative feedback and ensure this is fed back to your manager.
- Learn from your experiences
- Support bids and produce PAS2035:2019 specific guidance

### Managing the Process

- Ensure that Lovell is compliant with PAS2035:2019
- Ensure that Company procedures, and current safety legislation is adhered to
- Be a key member of the retrofit team and support the site teams across the region
- Work with retrofit assessors and designers to agree practical and economic solutions are achieved that offer our Clients VFM.
- Prepare/commission PAS2035 compliant surveys and documentations including risk assessments and medium term plans for domestic dwellings effectively capturing and filing all required information for Trust Mark lodgement and for our Clients.
- Ensure the customer journey is positive across all projects by supporting customer service/resident liaison teams to maximise resident engagement. Focus on positive communication, production of good literature, technical support and proactive handovers to residents and clients.
- Support the commercial & operational team when required with technical support/advice
- Assist bid teams with tender submissions as required
- Assist with and support new initiatives, products and innovation within the region
- Support new business activity in reviewing housing stock EPC and energy modelling
- Cultivate relationships with all external stakeholders
- Effective management of operatives, providing support on processes and technical problems raised, ensuring suitable resolution.
- Work with commercial team to procure installer packages, ensure compliance with retrofit designs and provide operational information required.
- Support site teams are undertaking daily inspections of all works in progress to ensure quality and PAS2035:2019 requirements are met

### Service First

- Develop and maintain productive relationships with the Client & Customers
- Promote a clear focus on quality assurance, service accessibility and responsiveness, maximising client involvement and feedback
- Represent the company to its Clients, chairing meetings, acting responsible and professionally, producing accurate reports that reflect progress on site.
- Attend regular review meetings with clients to report on performance and service delivery
- Promote the profile of Lovell
- Ensure Quality Control audits are made available for client reviews

### Delivering Quality

- Ensure all our retrofit projects are compliant with PAS2035:2019
- Support site teams to ensure quality ensuring robust QMS inspection regimes.
- Support and guidance with installers and site team to understand and follow retrofit designs and specifications
- Support and guidance in ensuring corrective actions are closed in set timescales
- Deliver technical updates
- Ensure all PAS2035 documentation is uploaded to Trust Mark for compliance.

### Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Retrofit Coordinator Qualified to Level 5 Diploma in Retrofit Coordination and Risk Management			
Experience in wide variety of planned maintenance projects, sound building knowledge.			
Detailed knowledge of Building Regulations			
DEA knowledge of SAP/EPCs			
Knowledge of Health & Safety Regulations			
Experience in managing customer care/resident liaison function			
Microsoft Word, Excel, Outlook, Project & Teams			

### Training Matrix

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development site on INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.

- Retrofit Coordinator Qualified to Level 5 Diploma in Retrofit Coordination and Risk Management
  - Full Driving Licence
- Preferable;
- DEA
  - CSCS
  - Asbestos training