

## **Contractor Opportunity: Retrofit Assessor**

As our domestic energy advice service expands, we are looking to grow our team of freelance energy assessors to provide bespoke advice to householders and property owners to enable them to develop strong retrofit plans.

We are seeking individuals with a holistic approach to retrofit of modern and or historic buildings, considering not only energy reduction, but also implications for heritage, culture, building and human health and building use.

You will have experience of building energy modelling, be self-motivated and highly organised, with an excellent ability to develop rapport and communicate effectively with clients from a range of backgrounds, including those who are self-funded and those seeking grant support to complete measures.

**COMMISSIONER:** Cumbria Action for Sustainability (CAfS)

**LOCATION:** CAfS office is at, Eden Rural Foyer, Old London Road, Penrith, CA11 8ET, however contractors operate from their own premises. Regular travel to client sites throughout Cumbria and occasionally to neighbouring districts to Cumbria.

**HOURS:** A minimum of one Home Retrofit Plan per week comprising: Virtual assessment, onsite assessment and written report per week, 10 months per year, or equivalent time commitment across other areas of our retrofit service. Usually achievable in 2 days per completed report.

**REMUNERATION:** A fixed fee is paid per completed report depending on complexity and size of building, normally between £312 and £400.

**BENEFITS:** Working with CAfS comes with some great benefits. You'll be joining a friendly and supportive organisation, and your wellbeing and work/life balance are hugely important to us. There is also flexibility around your working hours and location.

**LEGAL RIGHT TO WORK:** You must have a legal right to work in the UK as CAfS is not in a position to act as a sponsor.

**DURATION:** Work for self funded clients is ongoing. In addition, grant funding is secured to deliver the service to eligible clients until March 2025.

**APPLICATIONS BY:** 9am Tuesday 16th January 2024 (shortlisted candidates will be contacted by Thursday 18<sup>th</sup> January).

**INTERVIEW:** Short listed candidates will be invited to take part in a group assessment workshop and short individual interview on Tuesday 23<sup>rd</sup> January 2024 (Successful contractors will be notified on Thursday 25 January 2024.)

**INDUCTION:** Wednesday 31 January 2024

FURTHER TRAINING: Dates to be confirmed

#### MAIN PURPOSE OF ROLE:

Provide retrofit audits and advice to householders to support them through different stages of their home retrofits.

#### KEY RESPONSIBILITIES AND TASKS:

Work with clients and the Home Retrofit Planner (HRP) app to identify client aspirations for retrofit, model current building energy demand and its cost and carbon implications, and create a range of suitable scenarios to support the client in the concept stage of their retrofit project.

This will involve

- Completion of Home Retrofit Planner training (provided by CAFs).
- Leading virtual assessment appointments with clients to understand their ambitions, priorities and budget.
- Carrying out physical assessments of properties
- Modelling building energy using the HRP app
- Creating potential retrofit scenarios for clients using the HRP app
- Producing written report content, to communicate rationale for the scenarios and highlight any building-specific risks.
- Conducting follow up meetings with clients to interpret reports, and explain them clearly to clients to ensure they are understood and facilitate their decision making.
- Make use of intelligence provided by CAFs about grants for means tested and non means tested retrofit work to signpost clients to funding which may extend their retrofit budget.
- Engage in mentoring from CAFs Technical Lead to support the professional development of this role.
- Attend monthly Assessor meetings, to receive updates on the service and retrofit developments.

The role is also required to comply with CAFs policies, procedures, guidance and risk assessments.

#### ABOUT CAFS:

CAFS is an award-winning charity and the leading organisation providing inspiration, advice, and support for action on climate change in Cumbria.

Our vision is a zero carbon Cumbria that is socially, environmentally, and economically beneficial for all.

Our mission is to achieve net zero by 2037 or sooner by promoting and facilitating low carbon living and its benefits – inspiring and supporting individuals, communities, and organisations across Cumbria and beyond to decarbonise lives and businesses.

We provide practical support for the development of low carbon plans and policies for places, communities, businesses, local authorities, other organisations, and individuals. We inspire behaviour change and seek to deliver sustained shifts from high to low carbon emissions through enabling new social norms and influencing key policies, strategies, and funding streams.

## ABOUT OUR RETROFIT ADVICE SERVICE

Retrofit Assessors will work to deliver home retrofit plans, within the context of our wider energy service. This supports domestic clients with detailed information that identifies areas of thermal weakness in their buildings and retrofit measures that could be most suitable to improve their property's energy performance. The support includes an initial advice call, home energy audits (using the Home Retrofit Planner (HRP) software), thermal imaging surveys and other subsequent retrofit advice services (including a Bespoke Retrofit Plan (BRP), pre-design and design and specification advice, advice around suitable contractors and on-site retrofit monitoring (NB these latter stages are to be developed).

CAfS has also recently won funding to provide a new retrofit advice service to householders via our Cold to Cosy Homes service. This will provide clients with retrofit advice visits and some HRP audits, and advice around accessing relevant grant funding.

We also provide support in relation to non-domestic properties. This support is currently subcontracted to a pool of commercial building energy auditors, and the nature of it depends upon the needs of the clients.

### **How it works**

Virtual and onsite appointments are arranged by CAfS for the assessor, for days the assessor chooses and specifies as available (via our online calendar). Assessors should agree with CAfS the days they are normally available, to enable the service to provide sufficient availability to meet demand across the team of assessors. There is some scope for Assessors to negotiate specialist expertise and geographical area they wish to work in – we encourage operating in your local area to limiting travel by car however also need to ensure all property types and areas of the county are covered.

Technical support, report review and mentoring is provided by CAfS.

Assessors are responsible for ensuring their own continued professional development to ensure knowledge of building science and retrofit strategies remains current.

Assessors are responsible for their own tax, national insurance, and public liability and professional indemnity insurance. (In some cases, CAfS may be able to provide Professional Indemnity insurance.)

Assessors are required to provide all equipment required to deliver assessments, based on a guidance document provided by CAfS.

Assessors are paid on issue of reports and should invoice to CAfS monthly.

### **Person Specification**

We are seeking individuals with the right mix of enthusiasm, ethos and personal attributes. If you feel you are the right person for the job, but do not meet all of the essential criteria, we would be happy to hear from you if you are prepared to undertake additional training to increase your skills.

### **Essential skills and attributes:**

- Expert knowledge of home energy retrofit and domestic energy saving, the domestic construction sector, fabric-first improvements and renewable energy.
- A level 3 qualification in a green building or retrofit subject.
- At least one year's experience of providing domestic retrofit advice.
- Experience of building energy modelling.
- Willingness to undertake HRP training and mentoring.
- Ability to interpret findings from energy audits and make judgements around suitability of measures for the clients, based upon an understanding of their needs, motivations and budget.
- Strong team player and capability to work cooperatively as part of a small team as well as on own initiative without day-to-day supervision.
- Excellent communication and interpersonal skills, to provide clear and robust energy audit advice and assessments to clients via written reports and verbal consultations.
- The proven ability to adapt language to communicate effectively with clients from a wide range of backgrounds.
- An interest in the objectives that CAfS seeks to deliver.
- Ability to use remote working systems such as Teams, SharePoint and Microsoft Outlook.
- Ability to follow risk assessments and record accidents and near misses.
- Ability to work to tight deadlines and juggle multiple priorities.
- Ability to work flexibly including evening and weekend working by agreement.
- Ability to travel independently throughout rural Cumbria.
- Willingness to apply for a DBS check.

### **Desirable criteria**

The following attributes are desirable but not essential:

- At least three years' experience of providing domestic retrofit advice.
- A level 5 or higher qualification in a green building or retrofit subject.
- Experience working with people from a wide variety of backgrounds.
- Experience of working in a dispersed team and using Microsoft Teams or similar.
- Additional experience/qualification in energy auditing and/or thermography.